

## Mental Health Case: Linda Waterfall

### Guided Reflection Questions

#### Opening Questions

How did the simulated experience of Linda Waterfall's case make you feel?

I had to retake the simulation in order to receive a passing score. I think this is primarily due to the fact that I wanted to jump ahead and give medication for anxiety rather than further investigating the cause, this made me feel as though I was missing an important element in therapeutic care.

Talk about what went well in the scenario.

The scenario was set out to be a pre-operation assessment. During the assessments of vital signs and lung/heart sounds, the patient gradually became more and more anxious. Her vital signs were on the higher side. While asking her more questions she began to reveal that she was not comfortable with the surgery at this point in time.

Reflecting on Linda Waterfall's case, were there any actions you would do differently? If so, what were these actions and why?

I did not pick up on the anxiety related to not truly wanting the operation as quickly as I wish I would have. If I would have identified it sooner, I could have implemented more therapeutic techniques and called the healthcare provider sooner to reevaluate the plan of care.

#### Scenario Analysis Questions\*

**PCC** What priority problem(s) did you identify for Linda Waterfall?

The priority problems identified were anxiety related to operation and uneasiness about the medical team and care plan.

If the nurse did not recognize or respond appropriately to Linda's concerns, what could the ramifications be?

The ramifications could be detrimental, Linda would have been taken to surgery against her wishes and had severe psychological effects. This would only fuel a distrust and further compounds her anxiety around her health and how she views the healthcare system.

**PCC/I** Discuss the importance of a medication bundle for Native Americans.

In Linda's case, she was very anxious in knowing that her mother's medication bundle was lost and her mother passed away. These bags are valued because they are perceived to give spiritual and healing powers to their owners. They often represent protection and healing.

**T&C** What other individuals in addition to the primary care team should be involved in Linda Waterfall's case?

I believe as though Linda would benefit from social services and counseling to experience some talk therapy and anxiety management strategies. It may also help her come to terms with the passing away of her mother.

**PCC** In Linda Waterfall's situation, what therapeutic communication techniques would be most effective?

In Linda's case, she responded best to the teaching and approach that she is in control of her health care and that the nurse will advocate for her. It is important to be nonjudgmental and understand that she is uncomfortable and a change in care plan is to be addressed.

### Concluding Questions

Describe how you would apply the knowledge and skills that you obtained in Linda Waterfall's case to an actual patient care situation.

I would apply this knowledge in practice by being keen to picking up on signs and symptoms of anxiety exacerbation in my patients. Once identified, I would then take time to talk through the root causes and patient perspective. From here I could determine how to best care for the patient and ensure their needs are met.

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\* The Scenario Analysis Questions are correlated to the Quality and Safety Education for Nurses (QSEN) competencies: Patient-Centered Care (PCC), Teamwork and Collaboration (T&C), Evidence-Based Practice (EBP), Quality Improvement (QI), Safety (S), and Informatics (I). Find more information at: <http://qsen.org/>