

## Jesus Carrasco IM6

### Mental Health Case: Linda Waterfall

#### Guided Reflection Questions

##### Opening Questions

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

The simulated experience of Linda Waterfall made me feel as if I was talking to my own elderly relatives. I could feel that she was upset and needed comfort but she was so worked up about her medicine bundle. I have relatives who prefer a holistic and herbal approach to curing illness and may find surgery difficult to bare as Linda Waterfall did. I could relate to her as well for the fact that I always carry around a rosary which gives me a sense of protection as her medicine bundle does.

Talk about what went well in the scenario.

I feel that the order in which I asked questions was sufficient enough to allow more understanding to what my patient was going through. I did use standard precautions upon entering and with the introduction. My assessments were thorough and I was able to gather her vitals in an appropriate amount of time. I also believe by gathering the correct information allowed me to bond with Linda Waterfall and make the decision to contact the provider when it was needed.

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

I would have used a more therapeutic response in regards to her statement, "I'm not sure what to do." Instead of my answer "you need to have the surgery today" which sounds demanding and seems that surgery was her only option. I would have also dug more into questions regarding how the patient felt instead of rushing to the physical assessments due to her increased anxiety levels.

##### Scenario Analysis Questions\*

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

**Her priority problem was her high anxiety level. Which also elevated her vital signs such as her heart rate and blood pressure, also her increasing chest pressure to the point she felt that she was going to have a heart attack.**

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

I feel that Linda may have had a panic attack or begin hyperventilating due to the amount of stress she was experiencing. In turn, she would have had an actual heart attack since her heart

was already under stress with her elevated heart rate and blood pressure. According to her mother's story, she died during her surgery. The increase stress and anxiety of death could have sent Linda into a state of depression or refusal to have the surgery at all. If so, her breast cancer could have metastasized which would have made death inevitable.

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

**The native American bundle or bag mostly contains items believed to protect the owner through spiritual healing and power. This gives the owner a sense of power, protection, good luck and healing. This item is thought to be sacred in native American culture.**

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

**I would recommend the help from other family members or friends who understand the importance of the bundle to communicate with Linda ease her fears. I would also recommend a consult with a local shaman to Linda. I would also recommend Linda speak to a representative and/or join a support group for women with/or recovering from breast cancer. This would help her find comfort in her cancer diagnosis and ways to cope with life post mastectomy.**

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

Active listening would be an effective technique to show Linda that she had the nurses full and undivided attention. As the nurse, her communication is most important at the time of her increased anxiety in order to help calm her patient down. Without active listening, she could have missed the distress and increasing signs and symptoms that Linda was experiencing.

As the nurse, I was engaged in the Exploring side of therapeutic communication. Being an advocate for a patient means to also understand the patient's work with on a cultural level. Requesting more information and details regarding the native American culture shows the patient that the nurse is engaged in her situation and wants to treat her appropriately. It would also help the nurse understand more about native American culture if the future holds a similar situation.

### **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.

As I mentioned earlier, I felt that I was speaking with one of my elderly relatives. The compassion and respect I have for my family should be portrayed in how I treat all of my patients. I also feel similarly with my rosary as Linda feels to her medicine bundle. So understanding your patient and knowing more about their culture is important in having a successful and therapeutic relationship. I

believe the skills of effective communication and active listening will help in an actual situation. When applied, it would give the patient more comfort and prevent further deterioration of the patient's status. The goal of patient care is to provide safe and effective treatments. By not listening to the patient and increasing anxiety, the therapeutic aspect is lost. I would work to keep the patient calm and give reassurance of the situation to prevent the patient from getting worse.

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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/>*