

Mental Health Case: Linda Waterfall

Guided Reflection Questions

Opening Questions

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

A: The simulated experience of Linda Waterfall's case made me feel a little more comfortable assessing a patient for cues of anxiety and therapeutic questions to find out additional information. During the scenario Linda Waterfall was anxious due to a past experience with her mom passing away from a surgical procedure and the fact that she did not have her medicine ball with her the morning of the surgery. I felt confident in my decisions to ask the questions I did and felt like I was able to show Linda that her concerns were being heard and her concerns were going to be brought to the surgical team for further evaluation and planning. I feel if this were a real life situation Linda would feel comfortable that the healthcare team was working effectively to help her feel more comfortable with her decision of surgery.

Talk about what went well in the scenario.

A: I felt the assessment of Linda's anxiety and being able to pick up on subtle hints that her anxiety was worsening went well. I was able to recognize she was not feeling comfortable when first making contact with her and learning that she left her medicine bundle at home. I felt like assessing her vital signs and auscultation went good as well. Ultimately Linda suggesting she may not be ready to have the surgery today and being able to support her decision and foster an atmosphere where she felt comfortable enough to voice her concerns were a good outcome of the scenario as well.

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

A: If able, I would have asked some questions differently or been able to be a little more specific to Linda's comments to be able to better understand the exact root of where the emotion was coming from. Since this is ultimately a computerized simulation I felt the questions were as good as they could have been given the resources. Another thing I would have done differently was communicated in a more therapeutic manner when the patient expressed she felt as if the healthcare staff was trying to kill her or wanted her dead. I realized my response chosen was coming from a more defensive mindset instead of focusing on the patient and fostering a therapeutic relationship.

Scenario Analysis Questions*

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

A: I was able to mainly identify feelings of anxiousness and nervousness. Linda was anxious because of the past experience with her mom passing, the fact that she could not reach her father by phone before arriving to the hospital, and forgetting her medicine bundle at home and feeling

like she may endure the same fate as her mother since describing her mother's medicine bundle was accidentally thrown away during her procedure. She showed a sense of nervousness by not wanting her cousin Alice to leave the room and requesting she stay with her so she is not alone. Linda also described feelings of a heavy chest and difficulty breathing, though denying any chest pain associated with that feeling.

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

A: If the nurse did not recognize or respond appropriately to Linda's concerns her symptoms of anxiety could of escalated in severity. Linda could have had a panic attack or other physiological changes such as elevated vital signs not ideal for surgery. Linda could have also been at risk for a possible myocardial infarction if she become severely anxious and tense. Linda may of also felt forced into the surgical procedure she may have not been ready for if no one listened to her concerns or caught on to her cues of anxiety, which could of caused psychological harm to her in the post recovery phase.

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

A: Medicine bundle is described as a wrapped collection of sacred items such as feathers wrapped in animal skin, roots, or stone pipes, or a multitude of spiritually significant objects inside a rawhid bag. The purpose of a medicine bundle is used for healing and ceremonies and meant to bring guidance, good luck, good health, protection, abundance, and love to the individual who carries it. This sacred item is most often worn around the neck close to the heart, but can also be worn on a belt, placed in a pocket, or carried in a purse. By keeping the medicine bundle in close proximity to the individual it means that individual is being connected with their spiritual self and helps them in healing.

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

A: Another individual who should be involved in Linda's care could be a representative from Linda's tribe or cultural representative from the hospital to help Linda navigate the idea of surgery in slight of her spiritual beliefs. Linda's family could also be apart of the conversation with the primary care team, though ultimately the decisions would need to be made by Linda herself.

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

A: Therapeutic communication techniques that would be effective in Linda's situation would be using a calm and neutral voice when addressing Linda and her concerns, as well as fostering a calm and quiet environment with minimal stimuli. Sitting down to speak with Linda to be at eye level with her

would also be a good technique to use to show the nurse is engaged in the conversation and actively listening to Linda's concerns and nervous feelings. Using clarifying techniques such as paraphrasing, exploring, and reflection of feelings as Linda is describing her feelings and reservations so the nurse clearly understands how Linda is feeling and how to effectively help with her care. Observing patient's body language, facial expressions, and eye cast would also be beneficial for the nurse to take into consideration to make sure Linda's nonverbal cues are aligning with the verbal responses Linda is giving.

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.

A: This simulation scenario is very similar to an actual patient situation and I feel like I have learned some good skills and techniques to use to best help a patient experiencing doubt and anxiety leading up to a surgical procedure. I would observe the patient for any cues that indicate they are nervous or having feelings of anxiety such as difficulty breathing or a tight or heaviness feeling in their chest, elevated respiratory rate and elevated heart rate. If I felt my patient was anxious I would take a seat next to my patient or across from my patient to be at eye level with them and further investigate my theory of them experiencing anxiety. I would ask my patient how they were feeling in this moment and actively listen to their response. I would use clarification techniques to ensure I am understanding the patient's feeling correctly and gather additional information of certain statements that needed elaboration. After I knew how my patient was feeling I would inform that patient of their choices and discuss options to best help the patient. Once the patient was informed of their options I could alert the patient's HCP and have them discuss the next steps for the patient's care plan and make sure the patient's concerns were addressed and validated and ensure the patient is happy with the final decisions regarding their care plan.

* *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/>*