

Mental Health Case: Linda Waterfall

Guided Reflection Questions

Opening Questions

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

I felt very stressed in this simulated experience. When it first began, I felt confident. Then, after I took the patient's vital signs, my mind went completely blank. I started to feel nervous and doubt if I could complete the scenario thoroughly. When I checked what I had completed in the medical record, I noticed it was saying I did not respond to the patient's answers. I was confused because it never gave me an option to respond to the patient. I became more stressed trying to figure out why the responses were not showing on the screen. After figuring it out, I felt frustrated and I had to take time to calm down before I finally completed the scenario.

Talk about what went well in the scenario.

There were many things that went well in this scenario. In my final attempt, I was able to recognize I needed to make sure the environment was safe before introducing myself to the patient. I also performed hand hygiene, identified the patient, and asked for allergies. I was also able to recognize the patient's vital signs were elevated. I assessed her breathing, lung and heart sounds. I also provided appropriate communication, support, and patient education to ensure that the patient understood the healthcare team cares about the patient's beliefs. I also had the patient take deep breaths to help calm her down. I checked the patient's lab work to ensure everything was in normal range.

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

Yes, there were actions I would do differently. I would have assessed the IV site to ensure it was normal. I also would have called the provider sooner to avoid unnecessary time wasted. I also should have asked the patient her mood before having her take deep breaths to avoid assuming she was anxious.

Scenario Analysis Questions*

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

Ms. Waterfall already seemed very anxious while taking her vital signs. Her heart rate, blood pressure, and respirations were elevated. She also stated she was unsure of having the surgery without her medication bundle.

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

Ms. Waterfall most likely would have become upset. She also possibly could have developed bad feelings towards the nurse and maybe even the healthcare team. Care for her could become difficult because she may not want to participate. Ms. Waterfall also could feel that her feelings and beliefs are overlooked and that the nurse does not care about her. Overall, it could leave a bad experience for the patient and possibly traumatize her for further healthcare.

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

Medication bundles are important to Native Americans because of the contents inside and what they believe it provides. Native Americans believe the medication bundle provides spiritual powers, protection, and healing which is why they may desire to have it more during medical procedures.

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

Other individuals that should be involved in Linda Waterfall's care team should include a chaplain for spiritual needs, Alice for her support, and a therapist to assist with counseling.

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

The therapeutic communication techniques that would be most effective include asking open ended questions, active listening, clarifying by paraphrasing or restating, and appropriate body language (face the patient, avoid crossed arms, etc.).

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.

In actual patient care, I will always be sure to provide a trusting relationship to allow for effective, therapeutic communication by giving the patient the opportunity to ask questions or state concerns. I will also assess lung and heart sounds to rule out other problems that may be causing the patient to feel like they cannot breathe. In addition, I will be sure to assess the environment for safety before entering a patient room. I also will be sure to always ask the patient how they are feeling if I feel they are experiencing anxiety. If I do not understand a patient's concerns, I will be sure to ask and clarify to understand to ensure I address the patient appropriately.

* *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/>*