

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 sad because the patient had to make a really big decision so fast after getting bad news. I could tell that the patient was really anxious and when she voiced that she couldn't find her medicine bundle I was upset because I was unable to help her look for it like I would have in real life. Over all I felt depressed in this situation because I just wanted to help the patient but the communication was limited due to the fact that it was a simulation.

Talk about what went well in the scenario.

- During this situation I was able follow proper precautions by assessing the scene for safety and washing my hands. I was also able to communicate with the patient in a therapeutic manner. Before discussing anything with the patient I asked if they would like for their support peron to be in the room. Overall I keep the patient safe physically and help to calm them emotionally. I also was able to educate the patient that they had the right withdrawl consent for the surgery to allow them more time to thing about the decision.

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

- I don't know if I personally would have done anything different. However, I think that the situation could have been avoided if they talked more in depth with her about her decision. It also would have been helpful if she had been able to talk to ther family before making ther decision to have the surgery.

Scenario Analysis Questions*

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

- Linda has many problems such as getting a devastating diagnosis and then having to almost immediately schedule a surgery that she is not sure she wants. Her mother died from complications of a surgery so she is terrified that she will die too. Also, she is anxious because she can't find her medicine bundle which is supposed to help protect her. I think that the priority problem would be to help her find her medicine bundle and also educate her about the procedure and her right to withdrawl consent if she needs more time to make a decision.

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

- If you did not answer her question appropriately it could potentially cause her to become more anxious or even angry. Not to mention that the added stress could be very detrimental her before she goes into the surgery.

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

- A medication bundle is a sacred item that is unique to each carrier and is believed to help hold people together. It is also believed to be able to heal people.

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

- Ms. Waterfall is close with her cousin and seems to be very reliant on her support so I believe that she should be involved in the case. I also think that we could do a better job of accommodating her spiritual needs. We could ask her if she has any specific type of religious leader or any other person she wishes to be there.

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

- I believe that active listening would be most effective way to communicating with Ms. Waterfall. This can be done by sitting at her level and facing her when she speaks. We should be mindful to listen and not interrupt when she is talking. During active listening it is important to be empathetic and to let her know that you hear her and that you will do what you can to help make her more comfortable.

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 think this case was a good choice for us to do because not only did we get to see a patient with anxiety due to a recent diagnosis and a pending surgery, but we got to interact with someone who culturally is very different from what most of us are used to. What I will take from this case is that it is important to talk to your patients and that it is also important to understand their culture. It is also okay to ask them about their culture especially if you are going to try and accommodate what you can to make the patient more comfortable.

* *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/>*