

## Mental Health Case: Linda Waterfall

### Guided Reflection Questions

#### Opening Questions

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

It made me feel like I needed to do more. Then I did not know what a medicine bundle was so I did not know how to approach that. It was different. Had to focus more on her feelings with this one.

**Talk about what went well in the scenario.**

At first I did not know what exactly I had to focus on, but once I read over my mistakes I understood exactly what to target and did so much better. I knew what to assess and look for to provide that therapeutic communication.

**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 educated myself on what a medicine bundle was, so I can better understand how she was feeling. The culture was something that I would put more of a priority on.

#### Scenario Analysis Questions\*

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

She was very anxious and was reflecting her current experience to what had happened with her mom in the past. She was scared and you can tell.

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

Negligence. The nurse was not putting the patient's concerns first so she was not advocating for the patient as she should. It just makes the patient's concerns about surgery so much worse and makes the patient feel like the nurse does not care about her and just there to do a job.

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

It is a tradition to Native Americans to carry a bag or pouch, that has spiritual significance to them, throughout their life as good luck, protection and strength in battle. It makes them feel safe. Like a guardian spirit.

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

Her cousin was with her, she could include her. Also ask if they would like to add anyone like a medicine man or anyone in their culture that would be an ease to her anxiety.

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

Sitting eye level and close to the patient, active listening, using verbal and nonverbal techniques.

### 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.**

Anxiety is something most if not all patients go through. Using therapeutic communication and being there to reassure and ease their feelings is a skill that would be very important to have. Also being aware and educated on the patients culture before entering the room to be prepared with any further direction the patients care plan will have. This will also help the patient ease their anxiety knowing you know more about their culture. It will make them feel important.

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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/>