

## 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 anxious because she was so anxious. Even though I know that it is best for the nurse to remain calm when caring for an anxious patient, I found it a little hard to do so. I'm hoping that it will be much easier in the future when I come across a situation like this with a real patient.

Talk about what went well in the scenario.

I made the correct decision the first time doing the simulation by choosing to scan the scene for safety before entering the room. I made sure that Linda was ok with her cousin Alice staying in the room while I asked her some questions and offered to stay with her while Alice left to get some coffee. I asked her to explain to me what was going on and how she was feeling and I feel like I did very well at actively listening to Linda's concerns.

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

I'm not sure if I was correctly choosing the options to respond to Linda from what my feedback log says but I did try providing support when she needed it. I would have shown more interest in what Linda was saying by asking her to clarify her feelings a little more so I could better understand what she was saying. I would have also repeated some of the things she said back to her in order to make her feel like I was actively listening to her.

#### Scenario Analysis Questions\*

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

**Tachypnea, tachycardic, dyspnea** (felt like she was having a heart attack)

**Linda's HR was high- 110, systolic blood pressure was elevated- 150/80, respiratory rate was high- 24, she was anxious about having her surgery, refused to take anything to help calm her down (2mg Lorazepam), and was distraught about losing her breast and not having her medication bundle with her**

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

Linda could have gone into acute respiratory distress, had anaphylactic or cardiogenic shock, heart failure, hyperventilated, become hypoxic, or had a myocardial infarction.

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

**Medication bundles are considered to be an extremely precious possession to Native Americans as it represents their spiritual life. Its contents are regarded as holy by their tribal community as they believe it provides good luck by possessing powers for protection and healing.**

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

**A mental health provider would be good to consult and have them assess Linda in order to help recommend medical treatment for her anxiety other than medications. Also, a respiratory therapist could assess Linda's breathing and help her get it back to baseline.**

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

Asking open ended questions and encouraging Linda to talk about her feelings and concerns, asking questions to clarify what she is saying, and using non-verbal techniques to demonstrate interest.

### **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.

Until doing this simulation, I wasn't aware that Native Americans had medication bundles or how sacred they consider them to be. I think I will be better prepared in the future if I ever care for a Native American, or someone of any culture/religion other than my own, if this situation arises. I will have a better understanding when/if they refuse medication. If there are other things I don't understand about a person's way of life, I will ask them to explain their feelings and concerns about anything that is against their culture/religion/beliefs and will ask them to clarify so I can get a true better understanding of what they are going through.

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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/>*