

## 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 bad for Linda because this terrible, scary thing was happening to her, and all she wanted was her medication bundle to feel safe. I didn't know how to help Linda because I couldn't just go and get her medicine bundle from her house. I feel like therapeutically talking with Linda helps to some extent, but nothing was going to help calm her anxiety as much as her medicine bundle.

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

I think the therapeutic communication went well in the scenario. Although I couldn't physically help Linda, reassuring her and allowing her to communicate her fears helped to calm her down. I also think the assessments went well because it allowed me as the nurse to be able to see she was anxious not only from an outside appearance, but from the increase in her vital signs. Furthermore, being the patient's advocate and educating her on all her options went well. She didn't want to go through with the surgery, and it was important to inform her that she didn't have to.

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

I would ask Linda more about her medicine bundle. She was so worried about not having it, and if I, as the nurse, could better understand why it is so important to her, I could better help to comfort the patient. I personally didn't know what it was. I thought originally that it was a bag full of all the current medications she was taking. However, it ended up being part of her religion and culture. I would have also done the Hamilton anxiety rating scale to get a better idea of how bad the patient's anxiety was, but it was not an option in the simulation.

#### Scenario Analysis Questions\*

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

I think the main problem in the scenario was that Linda did not have her medicine bundle which led to an increase in anxiety and a feeling of being unsafe. Linda felt that the bundle would protect her during surgery, so without it she did not want to go through with it which created another problem.

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

Linda would experience an increase in anxiety, and she would get more upset. I also noticed in the simulation, if I hadn't properly and completely dealt with Linda's concerns before

calling the provider, the provider would tell me to calm the patient's anxiety. On the other hand, once I properly managed Linda's anxiety and concerns, the provider said they would be right there to speak with her.

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

A medication bundle is a bag full of items that the person believes to provide protection and spiritual power. Therefore, Linda felt that she would die in surgery without its protection because her mother did. It was like her security blanket.

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

I think it would be a good idea to contact pastoral care to come speak with the patient about her beliefs before going into surgery. Also, I think it is important to involve the OR team including the surgeon, anesthesiologist, etc. If everyone is on the same page, the patient is more likely to have a positive response.

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

The most effective therapeutic communication techniques for Linda would be asking open-ended questions, rephrasing, and summarizing what Linda would say, and active listening. I also think it would be a good idea to reassure her that she has everyone's full support no matter what she decides about the surgery. Being an advocate for her is an important thing so that she knows we care, and she can trust us as healthcare providers.

### 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.**

If this were a situation in real life, I would do just as I did in the scenario. I wouldn't act like the medicine bundle wasn't a big deal and talk her into the surgery without it. I would ask her about the importance of it and make sure that she knows that I care. I would be an advocate for her when it came to either proceeding or delaying the surgery.

---

\* 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/>