

Mental Health Case: Linda Waterfall

Guided Reflection Questions

Opening Questions

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

The simulation was a challenge for me because this was a new type of patient that I am not used to taking care of. I am more used to solving problems I can see be it because of vitals or lab values. While for anxiety there are some vital sign changes that may occur you as the nurse have to rely on what the patient is telling you. For example Linda saying that she felt like she couldn't breath and was going to die but her vitals were within normal limits. This is a skill that I as a student nurse don't feel as confident in because it is really not something we get to practice often. So successfully completing the simulation experience was very exciting for me just for the sake of getting to practice skills that we don't always have the opportunity to.

Talk about what went well in the scenario.

I think that even if I didn't ask the exact right questions I did a good job of providing a therapeutic response to the patient. I think that I was able to ease her anxiety and educate her on her rights as a patient to participate in her care. Even if I didn't quite know what exactly to do I addressed her concerns in a way that she knew I took them seriously and was going to figure out a solution that would help her. I was happy with the interaction I had with my patient and think that even if I didn't necessarily cure her anxiety I made her feel more comfortable.

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

I think I would have liked to address the medicine bundle more. To be honest I don't even know what a medicine bundle is and if I would have been able to explore that more I might have been able to come up with a solution that would have made the patient more comfortable moving forward with her procedure. I think that doing everything in my power to get her what she needed (the medication bundle in this case) to allow us to address her needs as far as the cancer is concerned should be the priority in this situation. In hindsight I would have spent more time with the patient learning about what having the medication bundle in her possession meant and why she was so distraught without it.

Scenario Analysis Questions*

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

She was anxious about not having everything she needed spiritually/culturally to have an operation.

She also had previous trauma related to the death of her mother under similar circumstances.

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

This could potentially discourage Linda from seeking medical care at all for her cancer. That would ultimately be detrimental to her health. If Linda feels anxious just visiting with her nurse if she feels like her health care team is not listening to her concerns it could be very discouraging in her attempt to seek treatment for what is a very scary diagnosis. She should feel comfortable expressing her concerns to her nurses and physicians so that she is able to receive the care she requires.

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

Medication bundles are traditionally carried by Native Americans to promote health and healing and spiritual well being. These bundles contain items that are personal to the owner. It is believed that being sick or going to treatment without the bundle could cause great harm to the individual and even lead to death. In many cases, much like how Linda was can lead to the delaying of treatment if they are not in the right state of mind spiritually, a large part of that being having their medication bundle.

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

Linda could benefit from case management or social work being part of her team. She is at risk for not being able to adhere to the requirements that are necessary for cancer treatment. She might struggle getting to and from appointments being that she relies on a cousin that does not live with her to transport her back and forth. And being that they are very immersed in the Native American culture it is possible that they live far from healthcare and treatment centers and this could pose a potential problem as well.

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

Clarifying and active listening will be very important in this situation because a medicine bundle is something we as healthcare providers might not be familiar with. It is important to not only understand her cultural values but also how much or little she relies on them. So actively listening and clarifying will benefit both the patient and healthcare provider. Using statements like, "so you are saying" and repeating or paraphrasing will be very beneficial and help the healthcare provider gain more of an understanding of their patient.

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 that I can use the therapeutic communication techniques that I practiced in the simulation to communicate with my future patients. We learn the most about our patients from our patients if we can just listen and make sure we understand. Effective patient interviewing can really help paint the picture of what is going on with a patient and is key to developing treatment plans that will be effective long term. I also know that in reality verses simulation I would like to think that if I am unfamiliar with something pertaining to my patient I would have the sense to look it up and familiarize myself as best as possible since that was not something that occurred to me in the sim setting.

* *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/>*