

Mental Health Case: Linda Waterfall

Guided Reflection Questions

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Opening Questions

How did the simulated experience of Linda Waterfall's case make you feel? I felt a little overwhelmed I did not know what a medicine bundle was and when she kept asking for it but there was no response related to that particular concern of hers.

Talk about what went well in the scenario. I believe my communication went well with asking open-ended questions so she is more reluctant to share more information so that I can better understand them.

Reflecting on Linda Waterfall's case, were there any actions you would do differently? If so, what were these actions and why? I would assess the scene before going in. I was not thinking of her to be combative based on the report given. I now know to always assess the scene for any situation so that you will be able to escape in case a dangerous situation arises from the encounter.

Scenario Analysis Questions*

PCC What priority problem(s) did you identify for Linda Waterfall? I identified that she has anxiety. And that breathing technique did help.

If the nurse did not recognize or respond appropriately to Linda's concerns, what could the ramifications be? I believe Linda could have become irate and acted out. She could have stated or believed that the healthcare professionals did not really care for her and it would have been hard to gain her trust back to go further with the surgery.

PCC/I Discuss the importance of a medication bundle for Native Americans. According to this scenario it was really important to Linda it was life or death. She believed her mother died because someone misplaced her medicine bundles. So I would say they are significantly important to them.

T&C What other individuals in addition to the primary care team should be involved in Linda Waterfall's case? Support group for people with cancer, social worker,

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

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 would continue to address their concerns of their religious belief and

make them feel as comfortable as possible. I would also make sure I have accurate information for whatever procedure that they are receiving before going in to talk to them for any questions and concerns they may have and want to ask about. I would also ask or maybe have the cousin get her medicine bundle or whatever object they believe in and gives them comfort. I would continue with open ended question to receive as much insight that is contrary to their beliefs as an effective way of communicating as well.

* *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/>*