

STUDENT NAME: Chelsea Youngman

DATE: Tuesday, February 23, 2010

DESCRIPTION OF SITUATION AND ENVIRONMENT IN WHICH INTERACTION TOOK PLACE: When I (SN) walked into the room, the pt (KS) was walking around the room talking to his wife (DS). I introduced myself to him and his wife and explained why I was there. He had an expression on his face that showed he was worried but otherwise seemed fine.

PROCESS RECORDING

VERBAL INTERACTION	NON-VERBAL CUES/ACTIONS	SN FACILITATIVE COMMUNICATION TECHNIQUES, BLOCKS TO COMMUNICATION, PREFERRED RESPONSES AND/OR ALTERNATE RESPONSES DEFENSE/COPING MECHANISMS EXHIBITED BY CLIENT	PERCEIVED THOUGHTS (T), FEELINGS (F), BELIEFS (B) & VALUES(V) OF BOTH CLIENT AND STUDENT NURSE (WRITE OUT AND LABEL)
SN: Hello, my name is Chelsea. I will be your student nurse today. How are you? _____	I smiled as I reached over to shake his hand. _____	Giving information Therapeutic touch. _____	I was nervous. I was not sure of what to expect next. (F) _____
KS: I'm good, considering I'm in the hospital. How are you _____	He also smiled and shook my hand. _____		He seemed to be distraught. (F) _____
SN: I'm fine. Thank you for asking. Can you tell me why you were admitted to the hospital? _____	I smiled. _____	Gathering information Open ended question _____	I felt that he was very polite and I could feel my whole body relax a little. (F) _____
KS: I fainted in church on Sunday. _____	His facial expression changed to a nervous look. _____		I think he was nervous about what the doctor might find. (F) _____
DS: His blood pressure was 220/124. _____	She had a very nervous expression on her face and her voice was very uneasy. _____		She was even more nervous than he was! (T) _____

PROCESS RECORDING (cont.)

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<p>SN: Wow, that is high. Do you have a history of high blood pressure?</p>	<p>I had a shocked expression on my face.</p>	<p>Gathering information; open ended question</p>	<p>I shouldn't have said Wow, that is high. (B) I was definitely shocked on how high that was. (F)</p>
<p>KS: Yes, I am on high blood pressure medicine. The doctor just changed it to help keep it down.</p>	<p>He smiled.</p>		<p>He seemed a little more relaxed about the doctor changing the medicine.</p>
<p>SN: Okay. Well, let's take a look at you. I will first take your temperature, your pulse and your blood pressure. Then, I will take a look at you from head to toe. Is that okay with you?</p>	<p>I smiled back.</p>	<p>Giving information. Asking permission.</p>	<p>I felt that I should explain the process. (B)</p>
<p>KS: Sure thing. Do whatever you need to do.</p>	<p>He looked up at me, smiled, and nodded his head.</p>		<p>He just wants to know what's wrong with him. (F)</p>
<p>SN: Alright, temperature first. Can you open your mouth for me please</p>	<p>He nodded and opened his mouth.</p>	<p>Giving information Open ended question.</p>	<p>I was kind of nervous about doing a head to toe for the first time on a patient.</p>
<p>SN: Good. 98.1</p>	<p>I smiled and pulled the probe out of his mouth.</p>	<p>Giving information.</p>	<p>I feel that he should know what his vitals are. (F/B)</p>
<p>KS: That's about what it has been running.</p>	<p>He continued smiling.</p>		<p>He wanted to make sure I was aware that everything was normal for him. (F)</p>
<p>SN: Good. Now I'm going to take your pulse.</p>	<p>I continued to smile at him as I took his wrist and found a pulse.</p>	<p>Giving information</p>	<p>I wanted to make sure he understood what I was doing. (B)</p>
<p>KS: What was it?</p>	<p>He had a questioning look on his face</p>		<p>He was curious about his pulse. (T)</p>
<p>SN: 66</p>	<p>Made direct eye contact.</p>	<p>Giving information</p>	<p>The pt has a right to know his vitals. (V)</p>
<p>KS: That sounds about right.</p>	<p>Made eye contact back.</p>		<p>Continue to make sure that I was aware it was normal.</p>
<p>SN: Good. Now let's take your blood pressure.</p>	<p>Gathering the stuff I need</p>	<p>Giving information</p>	<p>Letting the pt know what I will be doing next. (B)</p>
<p>KS: Oh boy.</p>	<p>Had a very concerned look on his face and uneasy voice.</p>		<p>He was afraid of what the results might be. (F)</p>

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<p>SN: It was good. It was 130/72</p>	<p>I smiled, reassuringly.</p>	<p>Giving information.</p>	<p>I was happy I could make him feel at easy. (F)</p>
<p>KS: Wow. That is good. It was 138 over, I can't really remember last night and this morning it was 188/95.</p>	<p>He relaxed.</p>	<p></p>	<p>He was happy that his blood pressure was so good.</p>
<p>SN: Did you have your medicine before the nurse took your blood pressure?</p>	<p>I made direct eye contact with him.</p>	<p>Close ended - "when did the nurse give you your medicine?" Gathering information</p>	<p>I was wondering when the nurse gave him his medicine. (T)</p>
<p>KS: No. She took my blood pressure around 8:15 and she brought my medicine in around 8:30 with my breakfast.</p>	<p>He made direct eye contact back with me.</p>	<p></p>	<p>He tried to think back to the exact time. (T)</p>
<p>SN: Okay. How was your breakfast?</p>	<p>I smiled.</p>	<p>Gathering information Open ended question</p>	<p>I was just wondering how his breakfast was. (F)</p>
<p>KS: It was very good. All of the meals have been very good.</p>	<p>He smiled.</p>	<p></p>	<p>He was pleased with the meals he has had. (F)</p>
<p>SN: Good. Glad to hear it. Let's finish looking at you.</p>	<p>I smiled at him and finished up the assessment.</p>	<p>Gathering information.</p>	<p>I was happy to finish up the assessment and to have a conversation with my patient. (F)</p>
<p>DS: It was scary when he passed out.</p>	<p>She looked at me nervously.</p>	<p>Reflection</p>	<p>She was very concerned about her husband.</p>
<p>SN: Yes, I'm sure it was. How have you been feeling now?</p>	<p>I smiled at both him and his wife.</p>	<p>Gathering information</p>	<p>I was hoping he was feeling better. (T)</p>
<p>KS: Better. I think it was just my blood pressure. I knew something was wrong Sunday when I woke up.</p>	<p>He made direct eye contact with me. He moved his hands up in the air as he spoke.</p>	<p></p>	<p>He seemed more relaxed than he did earlier. (T)</p>
<p>SN: You said earlier you take high blood pressure medicine. Do you remember taking them Saturday?</p>	<p>I smiled at him after I reminded myself to unfold my hands.</p>	<p>Reflection/Repeating Close ended "Do you remember taking your medicine?"</p>	<p>I shouldn't have said Saturday. I do not know when he is suppose to take his medicine. (T)</p>
<p>KS: No, I don't remember.</p>	<p>He looked at me confused.</p>	<p></p>	<p>He was confused about taking his medicine. (F)</p>

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<p>DS: He takes vitamins that the doctor recommends and prescription medicine. The doctor did not want him to take both of them at the same time so he takes the vitamins in the morning and the prescriptions at night. He doesn't remember taking them Saturday night and he also doesn't remember picking up a pizza Saturday night for supper.</p>	<p>She looked at me confused and worried, but she smiled.</p>		<p>She is very concerned about her husband. (F)</p>
<p>SN: What is the last thing you remember?</p>	<p>I smiled knowingly at his wife and I placed my hand on her shoulder.</p>	<p>Gathering information Reflection Open ended question</p>	<p>I was concerned he was not remembering anything. (T)</p>
<p>KS: I remember waking up Sunday morning, taking a shower, getting dressed, and going downstairs. That's when I told my wife I didn't feel right.</p>	<p>I smiled at him, listening intently.</p>		<p>He was trying to remember what all happened, but he was having trouble. (F)</p>
<p>DS: The first thing I asked him was if it was his chest or arm because in 1995 he had open heart surgery and in 2000 he had a stent put in.</p>	<p>She spoke up as if she wasn't exactly sure what to say.</p>		<p>She wasn't sure if she should talk or not but she decided that the information was relevant. (T/F)</p>
<p>KS: I told her no, I just didn't feel right. Like I couldn't remember where I put my watch, my wallet, my keys, little things like that. So then I went upstairs and I told her that I didn't think we should go to church, but then said no, we can't miss it. So we went.</p>	<p>He made contact with me and continued to talk with his hands.</p>		<p>I feel that he thought he needed to explain everything to me. (F)</p>
<p>SN: Okay. So after you got to church on Sunday what happened?</p>	<p>I smiled at him, reassuringly.</p>	<p>Gathering information Open ended question Reflection</p>	<p>I wanted to know more about what happened. (F)</p>

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<p>KS: We were at church for about 45 minutes. I can remember answering a Watch Tower question but after that, it's lights out.</p> <hr/>	<p>He made direct eye contact with me.</p> <hr/>		<p>I think he was becoming nervous again. (F/T)</p> <hr/>
<p>SN: About how long was he out?</p> <hr/>	<p>I smiled and made direct eye contact with his wife.</p> <hr/>	<p>Gathering information Reflection</p> <hr/>	<p>I was curious as to how long he was out. (T)</p> <hr/>
<p>DS: He was out about 5 minutes.</p> <hr/>	<p>She smiled and made direct eye contact back</p> <hr/>		<p>She wasn't sure exactly how long but that's what she thought.</p> <hr/>
<p>KS: By the time I woke up, the ambulance was there and I was confused. All I can remember is asking them is what happened and where am I?</p> <hr/>	<p>He nodded his head.</p> <hr/>		<p>I think that he was once again feeling relaxed. (F)</p> <hr/>
<p>DS: There is a girl who goes to our church that just graduated nursing school. While we were waiting for help she was taking his pulse. She said his pulse was "thready."</p> <p>I was so thankful that she was there. It made me feel a lot better.</p> <hr/>	<p>She smiled as you could see the tears building up in her eyes.</p> <hr/>		<p>I believe she was very grateful for the girl that was there to help. It helped her feel relaxed even though she was very upset and worried. (F)</p> <hr/>
<p>SN: I bet it did help. It always helps to have someone there.</p> <hr/>	<p>I smiled at her and touched my hand to hers.</p> <hr/>	<p>Therapeutic touch</p> <hr/>	<p>I know how she must have felt to have her husband pass out at church. I am glad someone was there to help her. (F/B)</p> <hr/>
<p>SN: It was very good talking to the both of you. I have to go now, it's time for post-conference. Is there anything I can get for you before I leave?</p> <hr/>	<p>I smiled as I shook their hands again.</p> <hr/>	<p>Giving information Therapeutic touch</p> <hr/>	<p>I was upset that I had to go, I enjoyed talking to both of them. (F)</p> <hr/>
<p>KS: No, thank you dear. It was good talking with you also. Have a good day.</p> <hr/>	<p>He smiled and shook my hand.</p> <hr/>		<p>I think he was happy to have someone there to talk to him. (F)</p> <hr/>
<p>SN: Thanks! You have a good day too.</p>			

1.	Why did you select this interaction? I selected this interaction because it helped me to go back and see the things I need to correct but also helps me to see the things that I did correctly. It also made me more aware of my communication techniques.
2.	What did you learn about IPR from this interaction? It helps me to reflect back to not only my verbal techniques but my non verbal techniques as well. It shows me how to better interact with patients and their families.
3.	What kind of interaction was this? Therapeutic communication