

STUDENT NAME: Rebekah Carlisle

DESCRIPTION OF SITUATION AND ENVIRONMENT IN WHICH INTERACTION TOOK PLACE: The nurse comes into the room where the patient is lying on the hospital bed all bandaged up. The patient was in a car accident while driving home from dinner with her friend. The nurse comes in to assess the patient and get to know the patient and ask questions that need to be answered. The client and nurse use different types of therapeutic and non-therapeutic communication.

INTERPERSONAL 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)
<p>Nurse: Hi, How are you? Client: Hi, I've been better. Nurse: Can you tell me what happened today? Client: in the accident? Nurse: yeah Client: uh, well I was out to dinner with my friend Kathy, and I was just on my way driving her home and um she was you know going off at the mouth she had too much to drink at dinner, she was using my phone to call everybody she knew all of a sudden tonight and she was going on and asking for it again like a few times and uh I guess I was distracted and I did not see this cab come at me and broadsided me. Nurse: did you hit the windshield? Client: I hit the steering wheel. Nurse: you hit the steering wheel? Did you hit it with your chest too?</p>	<p>Nurse comes in quickly Client looks anxious Nurse folds hands ready to listen Client seems irritated Nurse touches client Client looks at nurse Client lifts up a little Client moves hands around Nurse nods then gets her clip board out Client looks at nurse Client scratches head</p>	<p>Encouraging evaluation Therapeutic touch Asking questions Restating, asking question</p>	<p>I think the nurse came into the room to quickly, seemed to busy for the client (T). The nurse did a good job starting of conversation to get information (T). The client is just very confused and doesn't want to be in the hospital right now (F). Surprised that the client could remember what she hit (T). Nurse is doing a good job getting information so far (T).</p>

<p>Client: not that I know of.</p> <p>Nurse: no? Did the bag go off?</p> <p>Client: no</p> <p>Nurse: you are holding your side</p> <p>Client: yea, it's a little painful, but</p> <p>Nurse: and your head?</p> <p>Client: yeah it feels ok, is it that bad?</p> <p>Nurse: will be checking it out it may need a little help. Let me take some notes here.</p> <p>Client: hum,</p> <p>Nurse: I just want to take your vital signs. Say your BP.</p> <p>Client: all right, do you have any idea how long I am going to have to stay here?</p> <p>Nurse: no I don't right now, um</p> <p>Client: not over night though</p> <p>Nurse: not sure, not sure, but I will check</p> <p>Client: really?</p> <p>Nurse: yeah I will check it out</p> <p>Client: really? Really I don't want to be here overnight if I don't have to be, if you could get a doctor in to see me and say it is ok.</p> <p>Client I could stay a few hours. I just have a really important meeting tomorrow with a client. I have a trial next week that I can't get anyone to replace me for. I've done all the work on it so, it's just a bad time for me, you know.</p> <p>Nurse: what do you do for work?</p> <p>Client: I am a lawyer</p> <p>Nurse: you're a lawyer</p>	<p>Client felt her chest area</p> <p>Clients holds her side</p> <p>Nurse looks concerned</p> <p>Client waves her hands around</p> <p>Nurse leans towards bed</p> <p>Client scrunches face</p> <p>Nurse looks at clients head while filling out sheet</p> <p>Client looks anxious</p> <p>Nurse takes notes</p> <p>Client tries to speak</p> <p>Client lifts up and moves</p> <p>Nurse grabs BP cuff</p> <p>Client looks nervous</p> <p>Nurse looks annoyed</p> <p>Client lays head back</p> <p>Nurse nodes head</p> <p>Client is stern and irritated</p> <p>Nurse nodes and gets ready for vitals and BP</p> <p>Client looks tired</p>	<p>Restating, asking question</p> <p>Stating the observed</p> <p>Asking question</p> <p>Looking to busy Alternative: do not say "let me take some notes here", Silence</p> <p>Looking to busy Alternative: don't say not sure, not sure", say "I will check"</p> <p>Silence</p> <p>Asking question</p> <p>Restating</p>	<p>Good observations by nurse (T).</p> <p>Don't understand why nurse says, "It may need help" (F).</p> <p>Nurse sounds irritated already with patient (F).</p> <p>Nurse should ask if the client has any questions before she starts the assessment (T).</p> <p>Nurse keeps acting to busy for client and ignores her questions (T).</p> <p>I think the nurse should reassure the client that she is in here for a reason (B).</p> <p>I think the nurse was trying really hard to keep the client focused (T).</p>
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<p>Client: yeah</p> <p>Nurse: ok, do you have any allergies?</p> <p>Client: no, God this is just...awful.</p> <p>Nurse: any pain anywhere else before I listen to your pressure?</p> <p>Client: no</p> <p>Nurse: no, you can move all extremities?</p> <p>Client: yeah</p> <p>Nurse: yeah</p> <p>Client: move both legs for me, great. Can you squeeze my hands?</p> <p>Client: sure</p> <p>Nurse: terrific, no pain in your back?</p> <p>Client: no</p> <p>Nurse: no, it's not difficult to breathe?</p> <p>Client: nope</p> <p>Nurse: ok, just a quick minute for a BP here.</p> <p>Client: Is there any way I can make a few phone calls? I know that I am not allowed to use my cell phone.</p> <p>Nurse: hold on a second... great...phone calls</p> <p>Client: yeah</p> <p>Nurse: yeah, we can pull a phone over in a few minutes ok.</p> <p>Client: Yeah that would be great, I need to find out where my car is, where it got towed, insurance company.</p> <p>Nurse: sure, it's a worry</p> <p>Client: what a mess!</p> <p>Nurse: Is there anybody you can call?</p> <p>Client: right now, well I mean my friend</p>	<p>Client breaths loudly</p> <p>Client answers sternly not caring what the nurse has to say</p> <p>Client still contemplates on what is happening</p> <p>Nurse looks at client</p> <p>Client looks irritated</p> <p>Nurse grabs clients hands</p> <p>Client roles eyes</p> <p>Client scratches her ear</p> <p>Nurse takes BP trying to concentrate on BP not client</p> <p>Client breaths loudly gain</p> <p>Nurse writes down on sheet</p> <p>Client raises hands and shakes head</p> <p>Client feels forehead</p> <p>Nurse touches clients shoulder</p>	<p>Asking question</p> <p>Asking question</p> <p>Restating, asking question</p> <p>Restating</p> <p>Asking question</p> <p>Restating, asking question</p> <p>Invalidation</p> <p>Alternative: Should have asked if client had any questions before she began.</p> <p>Sarcastic remarks</p> <p>Alternative: silence</p> <p>Asking question</p> <p>Therapeutic touch</p>	<p>The nurse should have in the beginning sat down by client and let her tell her everything. Then the nurse could get everything done without client trying to get information from her during assessment. (F).</p> <p>Nurse should not of shushed her up that was rude (B).</p> <p>Nurse has now just started saying to everything so client is quiet. (T).</p> <p>Nurse was a little sarcastic and non-caring towards client (B).</p>
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<p>Kathy, that's about it. Nurse: Can you just be quiet for a second till I take your pulse and respirations.</p> <p>Client: I have to get home and feed</p> <p>Nurse: Just a second, almost done, oh great okay</p> <p>Client: Who's going to feed the dog?</p> <p>Nurse: No neighbors to help you out?</p> <p>Client: I guess, but it's late they are already in bed.</p> <p>Nurse: We'll check if you are going to stay. Hum, can I ask you a few more questions?</p> <p>Client: Sure</p> <p>Nurse: All right, have you ever had a tetanus shot in the last few years?</p> <p>Client: yeah, four or five years ago I think.</p> <p>Nurse: oh good, ok, take your temp great, just a second almost done. Ok, very good</p> <p>Client: Look I know it's not your fault, I really can't afford to be here right now.</p> <p>Nurse: I know, it would be upsetting to me too.</p> <p>Client: it's ok, I'm sorry</p> <p>Nurse: Ok, a little bit about your medical history can you tell me? Have you been in the hospital before?</p> <p>Client: Healthy, never been in the hospital</p> <p>Nurse: Do you have a primary care physician?</p> <p>Client: Yeah</p> <p>Nurse: You do, When was the last time you saw them?</p> <p>Client: Oh, I think more than a year ago.</p>	<p>Client rolls eyes</p> <p>Nurse smiles Client seems unsure</p> <p>Client touches forehead</p> <p>Nurse looks at client and writes</p> <p>Client looks upset and worried</p> <p>Nurse nods</p> <p>Client breaths loudly again</p> <p>Client gets very upset</p> <p>Nurse touches clients shoulder</p> <p>Client wipes eye as if tear was there</p> <p>Nurse nods and is in a comfortable standing position</p> <p>Client scratches head</p>	<p>Looking to busy Alternative: tell client what you were doing before hand</p> <p>Ignoring client Alternative: Silence</p> <p>Focusing</p> <p>Asking question</p> <p>Encouraging evaluation</p> <p>Verifying doubt Therapeutic touch</p> <p>Asking question</p> <p>Asking question</p> <p>Restating, asking question</p>	<p>Nurse told client to be quiet again, thought that was rude, she shouldn't of asked her the question without expecting a longer explanation (T).</p> <p>I think the nurse was trying to give ideas to the client (T).</p> <p>I think the nurse did an ok job refocusing here (T).</p> <p>Nurse didn't clean thermometer off or discard anything (T).</p> <p>I think the nurse did well here (T). Nurse does good job refocusing client (T).</p>
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<p>I'd have to check back.</p> <p>Nurse: Ok, Do you keep up with your GYN?</p> <p>Client: oh yeah</p> <p>Nurse: Breast exams?</p> <p>Client: yeah, what does that have to do with this right now, really come on?</p> <p>Nurse: It's part of our role to check it all</p> <p>Nurse: out, ok we want to make sure you are ok from head to foot right now.</p> <p>Client: It's ridiculous, I mean I'm fine. Just, I banged my head</p> <p>Nurse: Yes you did. Can we talk about dinner a little bit?</p> <p>Client: Sure</p> <p>Nurse: What'd you have?</p> <p>Client: For dinner? What's that have to do with anything?</p> <p>Nurse: Well just kinda, you know have to do some stitching and all the rest and we need to know.</p> <p>Client: I had a Caesar salad and some rolls and a steak and a glass of wine.</p> <p>Nurse: One glass of wine?</p> <p>Client: Yeah.</p> <p>Nurse: Yeah did um, and you said your friend was drinking?</p> <p>Client: Oh yeah, she finished the bottle, yeah you should really check on her I can't really believe it. It was really her fault.</p> <p>Nurse: But, you only had one glass?</p> <p>Client: Yeah</p> <p>Nurse: Yeah</p> <p>Client: Yeah, Is there any way I can't check and see if Kathy is ok?</p>	<p>Client gets annoyed and shakes head Nurse smiles slightly</p> <p>Client huffs and shakes head</p> <p>Nurse nods and looks concerned</p> <p>Client laughs lightly</p> <p>Client rubs eye</p> <p>Client looks directly in the nurses eyes</p> <p>Nurse nods</p> <p>Client looks at nurse</p>	<p>Asking question</p> <p>Asking question</p> <p>Focusing</p> <p>Stating the observed, asking question</p> <p>Asking question</p> <p>Summarizing</p> <p>Asking question</p> <p>Restating, asking question</p> <p>Probing Alternative: just ask once</p> <p>Restating</p>	<p>Nurse should have clarified that question better (B).</p> <p>Now nurse has to explain to the annoyed client (T).</p> <p>Nurse asked like she was up to something or guilty (B).</p> <p>Now nurse has to stumble over her words (B).</p> <p>Client blamed her friend for the crash basically (T).</p>
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<p>Client: Wine, do you really think I am going to have to stay here for awhile?</p> <p>Nurse: We have to find out what's going on in your belly.</p> <p>Client: It's not that bad really, I mean can a doctor just come in and check me?</p> <p>Nurse: I'll check with him.</p> <p>Client: Alright</p> <p>Nurse: It's probably that we'll keep you for some observation time</p> <p>Client: I really don't need that right now in my life</p> <p>Nurse: What's going on in your life? You've said that a couple of times.</p> <p>Client: My job basically, it just a lot of pressure and a lot of stress</p> <p>Nurse: What do you do for stress?</p> <p>Client: What do I do for stress?</p> <p>Nurse: You know like exercise or anything?</p> <p>Client: No</p> <p>Nurse: No</p> <p>Client: No, I mean I have a massage once a month, but it doesn't seem to do much.. Anyway, what does that have to do with anything really?</p> <p>Nurse: I'm just checking to see you know people deal with stress in different ways.</p> <p>Client: Yeah.</p> <p>Nurse: It's always good to know if they have a healthy outlet that's why</p> <p>Client: That's true, can we just get the doctor in here moving this along so I can either know what I am doing.</p> <p>Nurse: Alright, that's where I'm gonna go, I'm gonna go out and check with the doctor. See if we are going to hold you</p>	<p>Client lifts up</p> <p>Nurse motions towards clients belly</p> <p>Client touches belly</p> <p>Client looks irritated Nurse puts hand back up on bed side</p> <p>Nurse looks at client</p> <p>Client rubs nose</p> <p>Nurse nods</p> <p>Client rubs head</p> <p>Client looks tired</p> <p>Client grins</p> <p>Nurse nods while explaining</p> <p>Client nods and agrees</p> <p>Client moves arms in a circular motion as in to move things along</p> <p>Nurse touches clients shoulder</p>	<p>Focusing</p> <p>Giving information</p> <p>Asking question, empathy</p> <p>Asking question</p> <p>Giving advice Alternative: give information</p> <p>Restating</p> <p>Summarizing</p> <p>Focusing</p> <p>Summarizing Therapeutic touch</p>	<p>(B).</p> <p>The client no longer wants to deal with the nurse, probably lost any sort of possible relationship formation (T).</p> <p>Nurse should have probably not have brought up that information, because the client already was anxious about it before (T).</p> <p>Nurse gave advice she should have given information about how to deal with stress (T).</p> <p>Sounds like the nurse is probing to me (T).</p> <p>Client no longer wants the nurse (T).</p>
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<p>for the night</p> <p>Client: That would be great.</p> <p>Nurse: And I'll check on your friend and I'll be back.</p> <p>Client: Ok</p> <p>Nurse: Alright</p> <p>Client: Thank you.</p>	<p>Nurse taps client on the shoulder and leans near her</p> <p>Client sighs</p> <p>Nurse leaves room</p>	<p>Restating</p> <p>Therapeutic touch</p>	
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Overall, I felt like this scenario was very awkward. It was awkward because the nurse obviously was the happiest and it was later in the night. The client was very anxious, nervous, irritated, and worried. Those may have been avoided if the nurse would of just sat down with client right in the beginning and addressed any questions or concerns that the client had just so the client could have a clear mind and gain some trust with the nurse. Instead the nurse just hurried through her sheet that she had to fill not giving the client the time of day. This made the client even more upset than before. The nurse did some therapeutic communication correctly but also did some non-therapeutic communication that was very obvious.