DATE: January 15, 2013 STUDENT’S NAME: Cindy Campbell

TIME: 9:30am – 10:00am CLIENT’S NAME: J.P.

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| **Nurse****Verbatim** | **Patient****Verbatim** | **Non-verbal behaviors of****Nurse and patient** | **Interpretation of interaction with use of appropriate terminology** | **Alternate responses with rationale (what you could have said & why)** |
| Hi! My name is Cindy and I am a student nurse. Would it be ok if I sit and talk with you for a while? |  | Student nurse made eye contact and walked around bed and stood next to bedside tray/table. | Introduction | **Verbalized appropriately, introduction and purpose of visit stated.** |
|  | “Yes, that would be fine.”  | Client made eye contact with a melancholy facial expression | Client seemed sad |  |
| Can you please tell me your name and date of birth?  |  | Student nurse maintained eye contact. | Verification of client | **The need to identify and establish rapport before inquiring as to client’s mood.** |
|  | “J.P. 1930. “I’m used to this. I have been in many hospitals.” | Patient was in bed with the head of the bed fully upright.  | Patient seemed almost anxious to talk |  |
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| Before we begin is there anything I can get you?  |  | Student nurse looks from client to bedside tray | Needs of client | **“How are you feeling today?” This would have given client opportunity to state what may be bothering her.** |
|  | “No, thank you. I was up all night. I kept pushing the call bell, but no one came.” | Client showed some agitation when discussing the night shift. | Working Phase. Client wanted to talk about her experience throughout the night |  |
| No one came when you pushed the call bell? |  | Nurse student moved a chair close to be face to face. | Student nurse restated problem. | **Restated problem to demonstrate concern, active listening, and understanding** |
|  | “I had to get myself to the bathroom all night. I can’t walk that far because of these bad attacks.” | Client’s face seemed to soften and her body seemed more relaxed | Client had needed to verbalize her frustration. |  |
| What kind of “Bad Attacks” were you having? |  | Student nurse displayed facial concern | Student nurse was exploring the issue. | **Exploring the issue and clarifying the client’s statement “Bad Attacks”.** |
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|  | “I have these here attacks when I can’t breathe. I have had asthma since I were a baby.” | Client’s tone and facial expression was now relaxed. | The client talking about her condition seemed to relax her. |  |
| “Do you experience these attacks often?” |  | Student nurse leaned forward showing client empathy | Student nurse conveying concern and exploring further | **This line of questioning seemed appropriate to the conversation. Probing for more information** |
|  | “I haven’t had an attack like this in over 5 years!” | Client leaned over closer to student nurse and there was a very proud tone to her voice. | Client was very confident and proud that she has kept her Asthma attacks to a minimum |  |
| There was a “KNOCK” at the door. “Good Morning John, this is Ms. J.P., she would like to discuss some concerns with you. Ms. J.P. this is John the Nurse Manager. He is going to address your concerns. |  | Student Nurse stood up and acknowledged the Nurse Manager.  | By the Nurse Manger coming in he would have an “Intervention” with the client. The Nurse Manager will work with client to resolve any issues she may have, thus reducing the client’s stress | **This response seemed rationale. Introductions were made.** |
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| “Ms. J.P. I will leave you with John. Thank you for speaking with me today. I hope to see you in a little while.” |  | Student Nurse moves close to client putting her hand on the client’s hand and making eye contact. | Student Nurse Terminates interview | **Student nurse felt it was proper to give the Nurse Manager and client privacy to speak.** |
|  | “Okay, bye” | Client smiled at student nurse and then turned her attention to Nurse Manager | Client Terminates interview |  |