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

TIME: 8:00 – 12:00 CLIENT’S NAME: J.P.

SETTING: PCU/RM 231

DESCRIPTION

OF PERSON: 83 year-old African American female slim and petite. Black hair, and brown eyes.

GOAL: Perform a 1:1 interpersonal interview. The interview will focus on the effectiveness of therapeutic

 communication.

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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. | Surroundings were relaxed |  |
|  | “Yes, that would be fine.”  | Patient made eye contact, and smiled | Patient had a warm welcoming look in her eyes |  |
| Can you please tell me your name and date of birth?  |  | Student nurse maintained eye contact and smile. |  |  |
|  | “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. Pt was very confident | Patient seemed almost anxious to talk |  |
| **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)** |
| Before we begin is there anything I can get you?  |  | Student nurse looks from patient to bedside tray | Student nurse making sure patient had ice water |  |
|  | “No, thank you. I was up all night. I kept pushing the call bell, but no one came.” | Patient showed some agitation when discussing the night shift. | Patient 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 patient as she re-stated what the patient said. | Student nurse was now face to face with patient |  |
|  | “I had to get myself to the bathroom all night. I can’t walk that far because of these bad attacks.” | Patients eyes saddened | Student nurse stayed quite for a moment to give patient enough time to finish statement |  |
| What kind of “Bad Attacks” were you having? |  | Student nurse face showed interest | Student nurse was trying to get a more detailed account of what happened to patient |  |
| **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)** |
|  | “I have these here attacks when I can’t breathe. I have had asthma since I were a baby.” | Patient had a humble look about her. |  |  |
| Do you live alone? |  | Student nurse  |  |  |