

STUDENT NAME: Nicole Perretta

DATE: 2/18/10

DESCRIPTION OF SITUATION AND ENVIRONMENT IN WHICH INTERACTION TOOK PLACE: Patient (JM) was lying in bed on the phone with what I can only think would be family. Her curtain was half-drawn but I could see into the room for the most part. I (SN) then proceeded to look at the patient's chart in the hallway before going in to introduce myself. She was laying Semi-fowlers position. Patient had a neutral expression on her face—she seemed ready to get her bath over with and to start physical therapy.

PROCESS RECORDING

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SN: "Good Morning Mrs. M, my name is Nicole I'm going to be your student nurse today."	Patient smiled and looked in my direction I put my hand at the top of her bed	Giving information / therapeutic touch	I was very nervous at first I knew how to introduce myself I was just worried about the words actually coming out (F)
JM: "Good Morning Nicole. How is your morning going?"	JM continued eye contact while talking with me	Being conversational	She was surprisingly pleasant for it being so early in the morning (T) She probably thought was probably wondering what I was going to be like (JM T)
SN: "My morning is going very well. I am very excited to begin clinical and get deeper into my nursing studies."	I smiled and maintained eye contact with JM	Sharing Information	I just kept rambling just trying to keep the conversation going. (F)
JM: " That's very good to hear. What year are you in?"	Crossed her arms across her stomach	Deflecting the conversation off her. I should have asked how her morning was going and if she was having an problems with anything	I didn't know if she was concerned what all I would be attempting to do today (B)
SN: " I'm in the sophomore sequence but I'm a junior. I transferred from the University of Toledo."	I put my hands behind my back and JM eyes got wide with surprise	I feel like I monopolized the conversation I should have tried to ask her questions after making my statement	I was very proud to say what year I was but I felt as if she would see me as a failure since I was a year behind everyone else (B)
JM: "Why did you transfer?"	Had a look of surprise on her face	Collecting Information	I was thinking she thought I had failed out of that school (T)
SN: " I didn't like it very much and I missed my family."	She nodded her head in agreement	Possibly should have switched the two reasons with family being first	I think she saw I valued family and was glad to know I didn't fail out (V & B)

PROCESS RECORDING (cont.)

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<p>SN: "Besides that how are you feeling today?"</p> <p>JM: "I'm feeling good, I am just ready to get a bath and get done with physical therapy"</p> <p>SN: "Are you worried about physical therapy coming?"</p> <p>JM: " Well this is the second time I've had this surgery so I know what to expect."</p> <p>HUSBAND: "Don't let her fool you she's very religious when it comes to therapy, she knows it all works out in the long run."</p> <p>JM: "Yes, that's true I just don't like the pain and discomfort that comes with it."</p> <p>SN: "Well the good thing is the more you move it and work it the quicker it will heal."</p> <p>HUSBAND: "We'll sweetie you better get your rump moving."</p> <p>JM: "Thanks dear. Good thing I'm married to you."</p>	<p>JM looks me straight in the eyes again</p> <p>Stares at husband beside the window</p> <p>JM rolls her eyes and looks like she is irritated</p> <p>JM looks over at husband and chuckles</p> <p>Her face has a hint of grimace on it when she thinks of PT</p> <p>Patient nods in agreement</p> <p>Husband grabs JM's hand and squeezes it</p> <p>Puts other hand on top of husbands and looks in his eyes and smiles</p>	<p>Gathering Information Closed-ended question should have asked to tell me about her health more open-ended</p> <p>Active Listening/ silence</p> <p>Sort of a close-ended question should have asked What are the reasons you are worried about PT</p> <p>Gathering Information</p> <p>Clarifying on the husbands part</p> <p>Gathering information / active listening</p> <p>Giving reassurance and clarifying</p> <p>Reassurance and making client feel better with laughter</p> <p>Active listening and Silence</p>	<p>I was just trying to focus the conversation on her without being obvious (T)</p> <p>I think she was worried about PT coming and not wanting to go through it (T of JM)</p> <p>I didn't want to ask why but I know this is a close-ended question and I should have asked what are the reasons she is worried (T)</p> <p>I didn't know if she was irritated at me or the thought of the PT coming and being in pain (B)</p> <p>I think she was glad to have her husband there supporting her (B of JM)</p> <p>I think she realized she had to go through it and that there was no way of getting around it (B of JM)</p> <p>I was trying to reassure her even though she had already been through it before (V) that it would only get better from here</p> <p>This made me chuckle because when the husband did speak he was very informative always had a good sense of humor. Possibly just trying to make his wife feel better (B)</p> <p>I think she is truly happy that he is here (F)</p>

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<p>SN: "We'll it's good you have your husband for support."</p> <p>SN: "So do you have any children?"</p> <p>JM: "Yes they are all grown up and moved out. We just spend all our time with our granddaughters now."</p> <p>SN: "We'll that's very nice to hear. How many grandchildren do you have?"</p> <p>JM: "We have 4 girls. And even though no grandparent should ever say this we do favor one granddaughter."</p> <p>HUSBAND: "Yeah, we don't tell anyone but she's the youngest and just a ball full of energy."</p> <p>SN: "Well I understand because even though my grandma doesn't say it I think I'm her favorite because I was born on her birthday."</p> <p>JM: "Oh well that seems like it would be a lot of fun."</p> <p>SN: "Yes it is. So other than spending time with your granddaughters, how do you spend your time?"</p>	<p>I smile at JM who turns to look at me and smiles back</p> <p>JM's face has excitement and lights up</p> <p>Husband gazes at his wife with a smile</p> <p>JM looks up at the ceiling with a pondered look on her face</p> <p>Looks at husband and smiles and chuckles a little bit</p> <p>JM laughs when her husband uses his hands in a windmill fashion</p> <p>JM looks at me and smiles and nods</p> <p>Folds her hands in her lap</p> <p>JM shifts in her bed and has a look of grimace on her face</p>	<p>Clarifying information</p> <p>Gathering information Close-ended question Alternative: Tell me about any children you have</p> <p>Active Listening/ Silence</p> <p>Close-ended question. Alternative: Tell me about any grandchildren you have</p> <p>Gathering information</p> <p>Active listening/ Silence</p> <p>Alternate: Tell me why you favor the one grandchild more than the others</p> <p>Gathering Information Close-ended statement Possible defense mechanism trying to avoid talking about her granddaughter</p> <p>Open-ended question Possible alternative: Tell me how you spend your time when you're not spending time with your granddaughters</p>	<p>There was a really good feeling come from the two of them looking at each other (F)</p> <p>I was just trying to get more information out of my patient to learn more. (T) Probably should not have used "so" (B)</p> <p>I got a longer answer than I expected from this question and it lead me to thinking of questions about her grandchildren (B)</p> <p>I thought it was weird that she had to ponder and think how many grandchildren she has (B)</p> <p>I was surprised that they would admit that much to me and they didn't see it as anything (F)</p> <p>The husband surprised me as well as agreeing and not saying he favors them all the same (F)</p> <p>JM was very surprised, maybe she thought she was the only one who favored one grandchild (T)</p> <p>I think she thought I was talking too much and not asking her more questions (B)</p> <p>I was just trying to dig at the granddaughter topic and maybe why they favor one over the other (T)</p>

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<p>JM: "We'll I was an elementary school teacher until I retired."</p> <p>SN: "How long have you been retired from teaching?"</p> <p>JM: "I've been retired for 3 years now, these dang knees were what put me into retirement."</p> <p>HUSBAND: "You should ask her what her second career was."</p> <p>SN: "Besides teaching, what other career did you pursue?"</p> <p>JM: "I worked in retail, but I would have to say teaching was by far my favorite."</p> <p>SN: "I worked in retail too and I didn't like it either. It was very demanding and very stressful."</p> <p>JM: "Ohhh yes, I didn't work very long in retail also because of the stress it put on my knees. It was just very tough on my joints to walk every day."</p> <p>SN: "That's understandable, so do you feel that retiring from retail was the best option for you?"</p> <p>JM: "For my knee's sake.....yes."</p>	<p>Scratches her head and then puts hands back in lap</p> <p>JM rolls her eyes</p> <p>Puts her hands on her knees, and then puts her hands in the air with disgust</p> <p>JM rolls her eyes again and looks at her husband</p> <p>JM chuckles under her breathe and then looks directly at me</p> <p>Uses her hands to emphasize</p> <p>She looked directly at me when I said I worked retail too</p> <p>Closes her eyes and rest head against the pillow</p> <p>Laughs and directly looks at me</p>	<p>Gathering Information</p> <p>Close-ended question Alternative: What factors made you retire from teaching and how long has it been?</p> <p>Active listening/ Silence</p> <p>Collecting Data</p> <p>Close-ended question Alternative: What was the other career you pursued and what made it different from teaching?</p> <p>Gathering Information</p> <p>Close-ended question Alternative: What made teaching far better than retail?</p> <p>Gathering information Active Listening/ Silence</p> <p>Open-ended question/ gathering information</p> <p>Active listening</p>	<p>She sounded irritated because it seemed like she didn't have a choice to retire or not (T of JM)</p> <p>I believed she was getting irritated that I kept asking questions (B)</p> <p>She was starting to get upset about having to retire (F of JM)</p> <p>I think the husband noticed this and tried to change the subject so that she would calm down (T)</p> <p>I understand having two different careers or possibly even 3. I didn't know what to expect about this one though (B)</p> <p>She reverted back to teaching and compared the two careers (V)</p> <p>I understand exactly how she feels because I've felt the same way for the 5 years I was in retail (F)</p> <p>I believe she worked in retail before teaching and that's why she love teaching more (B & V)</p> <p>I was trying to pry more elaborate answers out of her but I don't think she was in the mood to answer (B)</p> <p>She was praising god in her mind I believe (B)</p>

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<p>HUSBAND: "She would come home and be in so much pain, we looked into surgery and realized she wouldn't be able to work for a long time so she just decided to retire for good."</p> <p>JM: "It would have been too much to bear."</p> <p>JM: "So do you have a job while you are in school?"</p> <p>SN: "Yes I work at John's Bar and Grille being a busser."</p> <p>JM: "I love that place. We go there whenever we can."</p> <p>HUSBAND: "They have, what the John's Burger there. I get that a lot."</p> <p>SN: "If you like our John's Burger you should try our ribs."</p> <p>JM: "Yeah I like their ribs. They fall right off the bone."</p> <p>SN: "We'll I noticed you haven't had breakfast yet so how about we talk about something other than food."</p> <p>JM: "Yes I am hungry and talking about food is making me even more hungry."</p>	<p>Husband has serious look in his eyes and looks at JM with a understanding look</p> <p>Puts hands on both sides of her body in the bed</p> <p>Face lights up when she hears the name</p> <p>Looks at husband and smiles</p> <p>Makes the shape of a burger with his hands</p> <p>Husband looks directly at me</p> <p>Looks at the ceiling and smiles</p> <p>JM looks at side table and nods</p> <p>Rubs her stomach</p>	<p>Expressing concern for spouse</p> <p>Possible defense mechanism by patient not explaining herself</p> <p>Clarifying the pain</p> <p>Gathering information</p> <p>Giving Information</p> <p>Active listening/ Silence</p> <p>Active listening/ Silence</p> <p>Closed Ended question Alternative: I like working there but getting the experience in the hospital is more interesting and engaging for me. Clarifying information</p> <p>Open ended statement client could pick anything to talk about here</p> <p>I should have picked up and immediately had her order her food and continued the talk while the food was on its way up</p>	<p>Husband was visually worried about his wife and was in the end glad that they chose the surgery (B)</p> <p>She seemed very depressed about that possibility (B)</p> <p>I was surprised when she flipped the conversation on me (F)</p> <p>I hate admitting the fact that I'm a busser. Because being a girl I feel like I should be serving (B)</p> <p>She was so excited to being able to talk about something we both knew (F)</p> <p>Husband was so excited that he looked like he was drooling just thinking about the burger (B)</p> <p>I was excited about our ribs even though I haven't been able to eat them for awhile (F)</p> <p>She was so excited that her mood changed drastically (T) I was glad we were lead away from talking about jobs to something she liked (B) I was trying to be observant and I noticed she was looking away from me and being distracted (F)</p> <p>She was being a little persistent so I figured that I would shut up (B)</p>

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<p>SN: "We'll how about while we continue you just look over the menu so that way we can get you to eat something before physical therapy comes."</p> <p>JM: "That sounds wonderful."</p> <p>SN: "We'll since being admitted to the hospital how have you been feeling about your surgery?"</p> <p>JM: "I was nervous at first but then I decided it would probably be just like the left knee surgery. So then I was okay and not as nervous."</p> <p>SN: "Was it the surgery that you were nervous about or was it after the surgery was over that made you nervous?"</p> <p>JM: "It was the surgery mainly, but not knowing how this knee would heal was what made me nervous."</p> <p>SN: "We'll that's understandable. Well your breakfast has come up so I'm going to let you enjoy your breakfast and I'll be back after physical therapy has left to help you with your bath."</p> <p>JM: "We'll thank you darling."</p> <p>SN: "Your welcome Mrs. Mertz"</p>	<p>I hand her the menu from her bed side table and put the phone within reach.</p> <p>JM then calls down to put in her order I leave the room while this is going on</p> <p>I put my hands in my lap and JM looks directly at me</p> <p>Look of content on her face</p> <p>Patient touches face and ponders</p> <p>Uses her hands</p> <p>I put her bedside table across her bed and she lifted the lid of her bowl</p> <p>JM doesn't look at me she looks at her food tray instead</p> <p>I nod and JM smiles</p>	<p>Clarifying Information</p> <p>Giving time alone for patient to decide</p> <p>Open ended question/ gathering information</p> <p>Active listening/ Silence</p> <p>Possible close-ended question Alternative: what specific things about the surgery made you nervous or what about the healing process made you nervous</p> <p>Gathering Information Active listening/ silence</p> <p>Clarifying expectations</p> <p>Acceptance from patient being conveyed</p> <p>Conveying Acceptance</p>	<p>I decided to leave the room for a moment so they could discuss what she wanted to eat (V)</p> <p>She was very glad to be able to get the chance to get something to eat before PT came (B)</p> <p>Most everything she talked about was about her knee and how much she was in pain before so knowing how she was feeling was important to know how she expected the hospital stay to go. (B)</p> <p>She just related everything to her past surgery and was hoping it would be the same (B)</p> <p>I tried to understand exactly what was making her nervous to better understand what to do (V)</p> <p>She understood that this knee may be different then the other one and it may not heal the same (B) She seemed ready to deal with it (B)</p> <p>She was happy to see that I was going to let her eat and not worry about asking more questions and that she need possible alone time before PT (V)</p> <p>I feel she opened up enough to call me darling since I made her comfortable and didn't pressure her (F)</p> <p>I was just trying to be as pleasant as possible and make her stay better (V)</p>

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SN: "Also if you need anything feel free to press your call light and I'll be in shortly." JM: "Thank you Nicole." SN: "Have a nice day Mrs. Mertz. And it was very nice talking to you." JM: "Nice talking to you too dear."	I point to the call light and JM starts to cut her bacon JM looks directly at me and smile I smile JM smiles directly at me	Relaying important information Conveying acceptance of me as her student nurse Given recognition Given recognition	I was trying to enforce the idea that I would be available to her whenever she needed (V) She was very pleased to know this (T of JM) I was happy that this went well and was excited to come back to her room later on (F) She was content with the conversation (B of JM)

1. Why did you select this interaction? It was right at the very beginning of talking to my patient so I deemed it important. She also was most aware of what was going on because she had just woke up. Her husband had just gotten there and it was right before physical therapy was to come in and I didn't know how long my patient would be gone for and I didn't want to be rushed on my first day.
2. What did you learn about IPR from this interaction? I learned that there are appropriate ways to take to patients and ways to lead into the patient giving you more information. Also there are ways to stop a conversation dead in its tracks. Since I was nervous as it is I learned that if I asked leading questions the conversation didn't have many awkward moments and silent moments. This helped my nerves settle and me be able to focus on getting information from my patient and to learn more about my patient in the allotted time.
3. What kind of interaction was this? Therapeutic communication.