

STUDENT NAME: Nicole Perretta

DESCRIPTION OF SITUATION AND ENVIRONMENT IN WHICH INTERACTION TOOK PLACE: patient was in a hospital ER room lying on bed with bandaged head. Nurse did not fully identify herself just rushed in and started asking questions. Patient seemed very frustrated and distressed.

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?</p> <p>Client: Hi, I've been better.</p> <p>Nurse: Can you tell me what happened today?</p> <p>Client: in the accident?</p> <p>Nurse: yeah</p> <p>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</p>	<p>Holds hands</p> <p>Patient seems frustrated</p> <p>Patient rolled her eyes</p> <p>She seems upset and is constantly rolling her eyes. She had trouble pronouncing some words. Scratches her head and laughs.</p>	<p>Nurse did not introduce herself</p> <p>Nurse uses too short of responses</p> <p>Client seems to be trying to beat around the bush</p>	<p>I feel the nurse had some clue as to what had happened in the accident and was already accused the woman of driving drunk(F)</p> <p>I think the nurse could have be a little nicer she just seemed like she was interrogating the client(T)</p> <p>I didn't like how the client was acting in the first place she just seemed very angry (F)</p>

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<p>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.</p> <p>Nurse: did you hit the windshield?</p> <p>Client: I hit the steering wheel.</p> <p>Nurse: you hit the steering wheel? Did you hit it with your chest too?</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</p>	<p>Uses hand gestures</p> <p>Client thinks and rubs her head</p> <p>Nurse puts hand on the top of the bed</p> <p>Still not sure</p> <p>Nurse puts hand on back of bed</p> <p>Points to forehead</p> <p>Nurse takes some notes</p> <p>Client lies arm down by body</p> <p>Scratches head</p>	<p>Nurse keeps interrupting the client</p> <p>Interpreting information</p> <p>Repetitive for clarification</p> <p>Simple answer doesn't explain fully`</p> <p>Closed Ended question</p> <p>Getting information</p> <p>Retrieving data</p>	<p>I didn't think the nurse should have repeated her after everything she said (T)</p> <p>I believe the nurse should have asked her if she was holding her side because of pain</p> <p>I don't think the nurse should have just went into the next question so soon(T)</p> <p>I think the client was confused by the nurse(T)</p> <p>The nurse should have said Blood Pressure not just BP (B)</p>

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<p>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 doesn't want to answer seems misinformed</p> <p>Seems surprised, wide eyed</p> <p>Trying to reassure client</p> <p>Upset now</p> <p>She seems pissed. Seems very impatient</p> <p>Nurse said why</p> <p>Eyes are wide seems really frustrated and uses her hands a lot to talk</p>	<p>Nurse said um trying to not answer the question</p> <p>Reassurance</p> <p>Trying to get through the checkup as soon as possible avoidance</p> <p>Closed ended response by nurse</p>	<p>I believe the client doesn't want to stay for too long wants to avoid something(B)</p> <p>Nurse doesn't seem to know what is going on with the client(B)</p> <p>Patient is very worried and does not want to stay overnight(F)</p> <p>I don't think the nurse should have not sure so many times(B)</p> <p>The client is confused(F)</p> <p>I can understand why the patient wants to leave but the nurse is trying to do her best (B)</p> <p>It was good to try and explain why she couldn't be held so long it gave insight to her life(T)</p> <p>Nurse is trying to be understanding(B)</p>

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<p>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 Kathy, that's about it.</p> <p>Nurse: Can you just be quiet for a second til 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.</p>	<p>Takes notes</p> <p>Worried and upset</p> <p>Taking notes again</p> <p>Taking some more notes</p> <p>Annoyed look on clients face</p> <p>Puts finger on neck</p> <p>Agitated and worry about her dog</p> <p>Nurse is trying to be very relaxed</p> <p>Client shakes head</p> <p>Taking more notes</p> <p>Possibly crying touches her ear</p>	<p>Trying to console client</p> <p>Trying to help client think of solutions</p> <p>Nurse cut Client off again</p> <p>Nurse is trying to keep the patient from talking</p> <p>Nurse should not have said Hmmm, trying to</p>	<p>this situation was extremely well(B)</p> <p>The nurse is trying to be helpful(T)</p> <p>Client is extremely worried about the aftermath of the accident(F)</p> <p>Nurse tries to console her(F)</p> <p>This was a good question from N(B)</p> <p>I don't think the nurse should have interrupted the client here(B)</p> <p>Again trying to calm the patient and still get her information(T)</p> <p>I think she didn't really have a dog and now she's just trying to tie up the lose end (B)</p> <p>I think the nurse is very helpful(T)</p>

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<p>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. I'd</p>	<p>Agitated</p> <p>Nurse nods head</p> <p>Huffs and puffs</p> <p>The nurse keeps talking as to keep the patient from talking so she can get a temp.</p> <p>Starts to cry</p> <p>Puts hand on clients shoulder</p> <p>Crying pokes eye</p> <p>Shifts weight</p> <p>Client laughs</p> <p>Looking directly at client</p> <p>Patient is trying to remember</p>	<p>gather more information</p> <p>Gathering information</p> <p>Trying to be positive about the situation not trying to upset client</p> <p>Therapeutic touch</p> <p>Apology</p> <p>Gathering more information</p> <p>Gathering more information</p> <p>Gathering more information</p>	<p>Nurse should not have said hmmm(V)</p> <p>Nurse is very kind here(B)</p> <p>Client says I think a lot (B)</p> <p>Again nurse is trying to calm patient why she collects her data (B)</p> <p>I was happy to hear the client acknowledge blame (F)</p> <p>nurse shouldn't have compared herself to the client(B)</p> <p>Nurse could have done a better transition(B)</p> <p>God question by nurse(B)</p>

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<p>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>Irritated</p> <p>Client scratches head</p> <p>Laughing sarcastically and she is very bothered</p> <p>Client is still laughing</p> <p>Rolls eyes and touches head and put hands up towards head</p> <p>Looks like she is trying to avoid the question</p> <p>Laughs and rolls eyes</p> <p>Seems to be making up excuses and prodding for answers</p>	<p>Gathering more information</p> <p>Confusing on why nurse would ask about that</p> <p>Explains the reasoning behind questions</p> <p>Changes topic to avoid questions</p> <p>Confusion</p> <p>Avoidance of topic by client</p> <p>Reason doesn't seem related to question</p>	<p>I don't think this question should have been in here (B)</p> <p>I think the patient is wondering what the nurse is getting at(F)</p> <p>I think the patients statement is true (T)</p> <p>Again I think the patients statement is true (T)</p> <p>Honestly I don't think the nurse had any idea of what she was talking about (F)</p>

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<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>Nurse: Kathy came in with you?</p> <p>Client: I think so</p> <p>Nurse: In the ambulance?</p> <p>Client: No, I think she took a cab, I can't I'm not really sure.</p> <p>Nurse: Not remembering?</p>	<p>Has big eyes as she explains</p> <p>Leading question</p> <p>Has big eyes and uses her hands to emphasize</p> <p>Nurse nods looks like she doesn't believe her</p> <p>Client points at her chest</p> <p>Seems concerned for her friend</p> <p>Prodding by nurse</p> <p>Client shakes her head</p> <p>Client looks straight at nurse</p> <p>Closed questioning</p>	<p>Nurse prodding</p> <p>Nurse again should never say um</p> <p>Passing blame to her friend</p> <p>Nurse prodding the one glass response</p> <p>Repetitive</p> <p>Concerned for friends wellbeing</p> <p>Unsure of answer</p> <p>Still unsure of answer</p> <p>Nurse seems to be blaming client for not remembering</p>	<p>The nurse prods a lot (B)</p> <p>It sounds like the nurse didn't know where to go with that question (F)</p> <p>And the client definitely passed the blame to her friend when it seems like she is the one who was drunk (F)</p> <p>The nurse keeps repeating this and it bothers me (F)</p> <p>Client tries to change subject as fast as possible (F)</p> <p>Nurse seems misinformed(B)</p> <p>Patient always seems unsure of answers (T)</p> <p>Nurse seems to be blaming client very rudely(F)</p>

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<p>Client: No</p> <p>Nurse: Did you?</p> <p>Client: I don't think she was in the ambulance; yeah she wasn't in the ambulance, unless she was in the front.</p> <p>Nurse: You seem a little confused about what went on.</p> <p>Client: I'm not sure cause they whisked me away so fast I didn't really see where she went. Maybe she was in the front. She might be in the waiting room right now</p> <p>Nurse: Can we go back to how much you had to drink?</p> <p>Client: Yeah,</p> <p>Nurse: Yeah</p> <p>Client: A glass of red wine.</p> <p>Nurse: And do you drink frequently at home?</p> <p>Client: With dinner.</p> <p>Nurse: With Dinner</p> <p>Client: Usually yeah</p> <p>Nurse: One, two?</p>	<p>Client looks unsure of her answer</p> <p>Hands still on back of bed</p> <p>Uses hands to emphasize how they whisked her away and she touches her nose</p> <p>Still prodding the client. Nurse doesn't let conversation lead itself</p> <p>Seems agitated that she keeps having to answer the question</p> <p>Nurse keeps nodding</p> <p>Trying to confuse patient</p> <p>Client shrugs</p>	<p>Confusing question from nurse</p> <p>Confused on situation as to where her friend was</p> <p>Boldly stating clients bluff</p> <p>Confusion as to where her actually is</p> <p>Nurse prodding the drinking question</p> <p>Repeating for clarification</p> <p>Gathering information about topic</p> <p>Repeating for clarification</p> <p>Closed ended question</p>	<p>Again client is unsure of answer (F)</p> <p>She calls the clients bluff (F)</p> <p>Client seems to be over exaggerating the situation (F)</p> <p>Don't think the nurse should have brought this back up (F)</p> <p>Nurse repeats again...annoying (B)</p>

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<p>Client: One or two.</p> <p>Nurse: One or two glass of wine?</p> <p>Client: huh huh oh forgot about that.</p> <p>Nurse: Yeah, we'll check that out</p> <p>Client: Yeah</p> <p>Nurse: One or two glasses of wine.</p> <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 touches head</p> <p>Nurses tone shows she doesn't believe the client</p> <p>Looks at nurse angry</p> <p>Touches her belly and her voice lightens</p> <p>Looks away from the nurse</p> <p>Nurse looks away from the client. Nurse puts hand on client's hand</p> <p>Client rolls her eyes when she hears the news</p> <p>Client looks at the floor and looks aggravated</p> <p>Nurse leans in closer</p>	<p>Repeating for clarification from client</p> <p>Seems to not believe client sarcastic response</p> <p>Repeating again</p> <p>Avoidance of the question being asked</p> <p>Really wants to avoid staying</p> <p>Therapeutic touch</p> <p>Stating possibility</p> <p>Trying to console</p>	<p>Nurse seems very rude here (F)</p> <p>I don't think the nurse knows whats going on (F)</p> <p>This was a good statement by the nurse (F)</p> <p>And she's trying to help the client out as much as she can (F)</p>

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<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..</p> <p>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.</p>	<p>Aggravated, touches her nose</p> <p>Nurse looks at floor</p> <p>Scratches head, touches head, hand behind head</p> <p>Laughs</p> <p>Nurse looks away again</p> <p>Looks at the nurse</p> <p>Touches head and she tries to avoid being directed towards a health outlet</p> <p>Puts hand on shoulder and moves her hands</p>	<p>Trying to ask client about stress outlets</p> <p>Client confused as to why that's a question</p> <p>Bad wording by nurse</p> <p>Repeating for clarification</p> <p>Confused to why this is a question again</p> <p>patient is bothered by what she thinks are "stupid" questions</p> <p>Stating a fact</p> <p>Trying to avoid situation wants out as soon as possible</p> <p>Stating information she knows</p>	<p>Very poor choice of words by the nurse (F)</p> <p>Client sounds true(F)</p> <p>The nurse was definitely getting at something here (F)</p> <p>I think the nurse just wants out of there (F)</p>

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<p>See if we are going to hold you 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>She is just trying to move things along</p> <p>Nurse uses her hands to explain</p> <p>Nurse touches client's shoulder</p> <p>She just lays back on the bed</p> <p>Nurse walks out of the room</p>	<p>Therapeutic touch</p> <p>Glad the situation is over</p>	<p>Finally the client is being nice (F)</p> <p>Nurse should have smiles or something very rude to just turn your back and walk away (V)</p>