

STUDENT NAME: Ed Matsko

DATE: April 27, 2012

DESCRIPTION OF SITUATION AND ENVIRONMENT IN WHICH INTERACTION TOOK PLACE: An 87 yr. old female was in the hospital for abdominal pain and had a right hemicolectomy.

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>SN- "Can you tell me a little bit about your surgery?"</p> <p>Pt. - "Well, they cut into here and they took out this side of my intestines."</p> <p>SN- "Why did you have it removed? Did you have cancer?"</p> <p>Pt. - "Yes, I had cancer."</p> <p>SN- "Did anyone else in your family have cancer?"</p> <p>Pt. - "My husband had it as well. He died a few years back from it. He was a World War II veteran. My neighbor had it worse, though. I feel really bad for her. All that she had to go through."</p> <p>SN- "What happened to your neighbor?"</p>	<p>SN- standing on the right side of the patient, by the bed, facing the patient.</p> <p>Pt. - Pointing to her incision in the middle of her abdomen and later pointing to her right side of her abdomen.</p> <p>SN- Crouches down.</p> <p>Pt. - Holds hands together over abdomen.</p>	<p>SN- Opening remark.</p> <p>SN- Actively listening.</p>	<p>SN- She has an incision that is long. I thought it was a laparoscopic surgery (T).</p> <p>SN- My grandmother had cancer in the intestines as well (T), I feel bad for her (F).</p> <p>Pt. - Thinking about her husband (T), felt bad for her neighbor (F).</p> <p>SN- It's tragic she had the same thing that killed her husband (T), I feel bad for her (F).</p>

<p>Pt. – “She got cancer and fought it for a few years, but in the end she died. She died at about the same time my husband did.”</p> <p>SN- “That’s tragic. Now, do you have any pain around your incision?”</p> <p>Pt.-“Yes, I have pain in my belly.”</p> <p>SN- “Is it any specific area or is it just the whole belly?”</p> <p>Pt. - “It’s the whole belly that hurts.”</p> <p>SN- “Can you tell me on a scale of 0 to 10, with 10 being the most painful, what your pain is?”</p> <p>Pt. - “Oh, it’s a 10. It gets unbearable most of the time.”</p> <p>SN- “Now, how would you describe this pain as?”</p> <p>Pt. – “Oh, I don’t know.”</p> <p>SN- “Well would you say it’s sharp or radiating, where it starts at one point and just goes off to the whole belly?”</p> <p>Pt. - “I would say it is both, but mostly it’s sharp pain.”</p> <p>SN- “Okay, so you are feeling this pain right now? Am I correct?”</p>	<p>SN- Puts hand on patients shoulder.</p> <p>Pt. – Points to belly, then holds hands above abdomen.</p> <p>SN- Pointing to parts of the abdomen.</p> <p>Pt. - Eyes open wide.</p>	<p>SN- Changing the subject, (PR) “I see.”</p> <p>SN – Encouraging elaboration.</p>	<p>Pt. – She was strong (T), you have to stay strong to win against cancer (V).</p> <p>SN- Her neighbor must have been a resilient woman, it’s tragic she died at the end because of cancer (T).</p> <p>SN- 10 is a lot of pain and she is not even grimacing or anything, she must be very stoic (T).</p>
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<p>Pt. - “No, not right. I usually get this pain, while I’m walking or moving around in my bed. Also, my feet start to hurt as well when I walk.”</p> <p>SN- “Are you experiencing the same pain in your feet as you are in our abdomen?”</p> <p>Pt. – “No, it’s just sharp.”</p> <p>SN- “Okay, so you are not feeling any pain right now, but when you walk or move you feel in your belly and your feet?”</p> <p>Pt. – “Yes, that’s correct. Also, I kind of can’t feel anything in these fingers.”</p> <p>SN- “Can you feel anything in these fingers?”</p> <p>Pt. – “Yes I can feel in those fingers.”</p> <p>SN- “Now how about on your other hand, can you feel with these?”</p> <p>Pt. – “Yes, I can feel with those.”</p> <p>SN- “Okay, so these are the only fingers you can’t feel with, right?”</p> <p>Pt. – “Yes, just those. It looks so nice outside.”</p> <p>SN- “If only it was as nice as it looks. It’s like in the 40’s today. Pretty cold”</p>	<p>Pt. – Points to her feet, then holds hands above abdomen.</p> <p>Pt. – Sticks out her Index and middle finger on her left hand.</p> <p>SN- Touches Index and middle finger and then her other two fingers.</p> <p>Pt. – Nods her head.</p> <p>SN- Touches fingers on her right hand.</p> <p>Pt. - Turns head toward the window.</p> <p>SN – Looks towards window.</p>	<p>SN- Restatement.</p> <p>SN- Restatement.</p>	<p>SN- That’s a relief, I thought she was experiencing the pain at that moment, I should tell this to the nurse (T).</p> <p>Pt. – I don’t feel any pain right now (F).</p> <p>Pt. – I don’t understand why I can’t feel in those 2 fingers (T).</p> <p>Pt. - I wish I wasn’t in the hospital (T).</p> <p>SN- Seem like she wants to get out the hospital and enjoy the outdoors (T).</p>
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