

# Bill Brown Scenario

# Randa Records

## Your life:

- You are the Documentation Specialist.
- You will need to pay close attention to the activity in this scenario.
- You may be asked to read reports or take notes for the group.
- Your job is to observe and report.

## You appear in no scenes

*caregivers*

PREVENT  PROTECT  PROMOTE  
*abuse/neglect clients dignity*

*Wisconsin DHFS Caregiver Project*

## **Summary of the Scenario**

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This Scenario focuses on Bill Brown, an 83-year-old man dying of cancer. Bill has been in extreme pain due to cancer for over a year, and he and his family have decided to stop cancer treatment. He is expected to die within the next few weeks. Bill's wife, Betty, has been providing home care for him for the past year, and Bill has been receiving hospice care for three weeks. He wants to die at home.

Bill and Betty have one son and three grandchildren who live in California. They have no other close family members in Wisconsin. Bill is on morphine and other pain medications. He has begun sleeping more as the drugs, pain, and cancer take over his body. He has only brief moments of alertness, is barely eating, and is rapidly losing weight. Rashida, the hospice aide, realizes that Betty is increasingly overwhelmed with the task of caring for Bill. Betty has not been turning Bill regularly, which has resulted in increased pressure ulcers. Rashida also believes that Bill has not been getting enough pain medication.

## Lives

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- **Bill Brown**, hospice patient
- **Betty Brown**, Bill's wife
- **Brent Brown**, Bill and Betty's son
- **Rashida Hoskins**, hospice aide
- **Albert Holmes**, RN Case Manager – Rashida's supervisor
- **Bea Console**, bereavement counselor
- **Shawn Wright**, hospice social worker
- **Randa Records**, Documentation Specialist

## Who is in each Scene

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- **Scene One** (on Blue paper): Rashida, Betty, and Bill
- **Scene Two** (Green): Rashida and Brent
- **Scene Three** (Yellow): Rashida, Albert, Bea, and Shawn
- **Scene Four** (Pink): Rashida, Albert, Bill, Betty, and Brent

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## **Randa Records, Documentation Specialist**

You are the documentation specialist. You will need to pay close attention to the activity in this scenario. Your job is to observe all the scenes and report on the following topics:

**General observations worth noting and reporting:**

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**Identify potential *red flags* of harm to the client:**

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**What could staff have done to prevent the situation from happening?**

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**Evidence of ways to protect Bill:**

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**Evidence of ways to promote Bill's dignity and respect:**

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**Evidence of ways to promote Betty's dignity and respect:**

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## **Warm-Up**

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### **Bill and Betty:**

- It is a good day for Bill.
- You can talk about Brent and his children.
- You just received a letter from Brent. Betty can read the letter.

### **Rashida, Albert, Bea, and Shawn:**

- You have just attended a staff meeting about collaborating with other agencies. Briefly discuss an interagency collaboration that you've experienced and how it went for you.

### **Brent and Randa:**

- Brent shows Randa a picture of him and his dad.
- Randa asks Brent about his childhood. Brent tells Randa about the good times he had as a kid.
- Randa asks Brent about his next trip to see his parents.

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## **Bill Brown – Individualized Care Plan**

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### ***(excerpted)***

#### **Diagnosis:**

- Terminal colon cancer

#### **Interests:**

- Reduction of pain and assurance of comfort: ensure that pain medication is administered regularly and that pain is managed effectively. Contact nurse case manager if pain management needs to be re-assessed
- Death with dignity: ensure that Bill participates in decisions about his care as much as possible

#### **Nutrition:**

- Provide favorite foods as tolerable; Bill's appetite is naturally declining as his body begins to shut down
- Do not try to push food; allow Bill to eat as much or as little as he wishes

#### **Safety and care instructions:**

- Reduce potential for pressure ulcers and risk of infection by turning Bill 3 times daily
- Cleanse Bill's body once daily
- Provide liquid morphine pain medication as needed, up to every 2 hours
- Provide food as patient requests
- Encourage to drink at least 8 oz of fluid every two hours