

Edna Evergreen Scenario

Brad Cooper

Your life:

- You have been the Director of Nursing (DON) at Greenhill for the past 5 years. You worked hard to get to where you are at the facility.
- You understand the challenge of hiring and keeping good staff.
- You are an organized and responsible person, but you have a reputation for being hard to approach.

You value:

- Your management role at Greenhill Care Facility
- An orderly environment where staff get their work done promptly
- Your leisure time--you love to play tennis and golf

You appear in Scene Three

Summary of the Scenario

Edna Evergreen is an 80-year-old resident of Greenhill Care who has Alzheimer's-related dementia, as well as vision and hearing loss. She often reminisces about her family. Sometimes she will pinch and yell at caregivers. Staff must be careful about how they approach her because she can be startled by quick movements.

On one occasion Edna gets up in the middle of the night, walks down the hallway, talking about how she must find her son. Facility staff know that Edna's son Billy was fatally injured in a car accident several years ago. She is led back to her room by Carolyn Lewis, CNA. After some time Carolyn feels that Edna is ready to go back to bed. Soon though, Edna gets up once again. Carolyn, feeling the stress of caring for other residents, leads Edna by the arm back to her bed and blocks her doorway with a recliner to prevent her from leaving the room again.

Lives

- **Edna Evergreen**, Greenhill Care Nursing Home resident
- **Carolyn Lewis**, CNA at nursing home
- **Patricia Prentice**, CNA at nursing home
- **Lila Moore**, Edna's daughter
- **Alicia Dillon**, activities director at nursing home
- **Brad Cooper**, RN Supervisor at nursing home
- **Nancy Wilson**, new CNA at nursing home
- **Don Records**, Documentation Specialist

Who is in each Scene

- **Scene One** (on Blue paper): Edna, Carolyn, Patricia, and Nancy
- **Scene Two** (Green): Edna and Lila
- **Scene Three** (Yellow): Lila, Brad, and Alicia
- **Scene Four** (Pink): Edna, Carolyn, Patricia, and Nancy

Brad Cooper, age 39

Starter page

- You have been the Director of Nursing (DON) at Greenhill for the past 5 years. You worked hard to get to where you are at the facility.
- It's such a challenge to hire and keep good staff. It seems like you spend most of your time meeting minimum staffing requirements and interviewing job candidates.
- Although you know that staff could use training on ways to deal with dementia-related behavior, how can you find the time?
- You are an organized and responsible person, but you have a reputation for being hard to approach. You are interested in your staff, but you have a very demanding job and too little time!

You value:

- Your management role at Greenhill Care Facility
- An orderly environment where staff get their work done promptly
- Your leisure time--you love to play tennis and golf

Props: Office supplies

Scenes you are in: Three (Yellow)

Warm-Up

Edna, Lila, Brad and Nancy:

- Edna discusses with Lila the nice party last week for another resident's 90th birthday. The resident is Harry.
- Nancy tells Brad about how much Harry enjoyed the German Chocolate cake that the kitchen staff made for him.
- We all had a great time.

Carolyn, Alicia, Patricia, and Don:

- Patricia and Alicia discuss the recent training they attended about working with other staff.
- Carolyn and Don talk about the challenge of working different shifts and balancing family with work.

Scene Three: Yellow

Time: Wednesday, 10:00 am, 1½ days after the incident

Participants: Brad, Alicia, and Lila

Brad: I'm very unhappy to learn that Carolyn used Edna's recliner as a restraint, Alicia. I'm conducting an investigation. I have temporarily reassigned Carolyn to the kitchen where she won't have contact with residents.

Alicia: I agree, Brad, but I also want staff to understand the benefits of keeping residents free from restraints.

Brad: You know all of our staff go through training, Alicia. We have so many residents with dementia issues—staff should be well aware of how to care for those residents.

Alicia: Well, our residents have different needs. Some staff don't know all residents that well. You know as well as I do that we often have people cover other floors or shifts.

Brad: And newer CNAs, like Carolyn, don't know Edna as well. Is that what you're saying?

Lila knocks on Brad's door.

Brad: Come on in, Lila.

Lila: Good morning, Brad. Hello, Alicia. I'm very upset about the incident with my mother. I understand it really did happen! I feel bad that I didn't believe Mom at first.

Brad: I'm very sorry about what happened to your mother, Lila. Greenhill has a strict policy of no restraints. Using the recliner to block the doorway is against that policy.

Alicia: Brad and I have been talking about how to improve your mother's care.

Lila: Well, I'm happy to do anything I can to help out. Brad, I want you to get back to me with changes and improvements you plan to make. I just can't sleep at night worrying about Mom.

Brad: I understand, Lila. Again, I apologize for what happened. And I'll get in touch with you soon.

Edna Evergreen – Individualized Care Plan

(excerpted)

Diagnosis:

- Middle dementia – Alzheimer's related
- Becoming increasingly confused

Edna's interests:

- Big band music
- Large piece jigsaw puzzles
- Talking about her family

Nutrition:

- Provide small, nutritious meals frequently
- If wandering or pacing is present, increased calories may be needed
- Offer water frequently throughout the day

Communication:

- Use short simple sentences when making requests, giving one instruction at a time
- Use kind touches, pats, and other forms of non-verbal communication
- Mention Edna's interests often and encourage participation

Safety:

- Edna is at risk for falls, wandering, and choking
- Frequent supervision is necessary
- Staff should maintain consistent routine of care to help alleviate confusion
- Staff should walk with her and encourage her to use her walker often, as she may forget to do so

Other:

- Sometimes has trouble sleeping
- Staff should monitor sleep habits and report disturbances
- Alleviate distress and promote sleep by leaving a light or soft music on at night