

# Graciela Gris Scenario

## Marty Fisher

### Your life:

- You are a scheduler and supervisor for Healthy at Home: a home health agency providing medically necessary services to patients in their homes.
- You have a background in health care and worked as an LPN in a hospital setting for 30 years.
- Healthy at Home is a thriving business. Because more elderly and disabled patients want to stay in their homes nowadays, you have a waiting list of people in need of services.
- You like to schedule as many patients as possible each week while trying to ensure that your home health aides have enough time for their patients.

### You value:

- Providing superior service and support to your patients
- Having weekends off to spend with your family (after spending 30 years working every possible shift!)
- Your ability to hire good people

### You appear in Scene Four



## Summary of the Scenario

---

Graciela Gris is a 60-year-old woman with Multiple Sclerosis (MS). Her ability to move is compromised. She lives alone and receives assistance from two home health service agencies. Some days, both the personal care worker and home health aide are at Graciela's home at the same time. This occurs when Peggy, the personal care worker, comes in for about 30 minutes to assist with cares. Two people are needed to transfer Graciela to the bathtub. Peggy has noticed that Halle, the home health aide, seems to lack patience with Graciela and her inability to move quickly. Peggy suspects that some care basics have been neglected, like assisting Graciela with her stretching exercises. She also suspects that Halle does not always make sure Graciela has taken her medication. She always seems to be in a rush when she is working with Graciela.

## Lives

---

- **Graciela Gris**, a patient with Multiple Sclerosis
- **Peggy Collins**, a personal care worker for Silver Lake Cares
- **Halle Hart**, a home health aide for Healthy at Home
- **Nicolas Vecino**, Graciela's next door neighbor
- **Sierra Smith**, Peggy's supervisor
- **Marty Fisher**, Halle's supervisor
- **Sally Worth**, Silver Lake Cares social worker
- **Destiny Mirar**, Documentation Specialist

## Who is in each Scene

---

- **Scene One** (on Blue paper): Peggy and Nicolas
- **Scene Two** (Green): Peggy, Graciela, and Halle
- **Scene Three** (Yellow): Peggy, Sierra, and Sally
- **Scene Four** (Pink): Peggy, Halle, Sierra, Marty, and Sally

## Marty Fischer, age 57

---

### Starter page

- You are a scheduler and supervisor for Healthy at Home: a home health agency providing medically necessary services to patients in their homes.
- You have a background in health care and worked as an LPN in a hospital setting for 30 years.
- Healthy at Home is a thriving business. Because more elderly and disabled patients want to stay in their homes nowadays, you have a waiting list of people in need of services.
- You like to schedule as many patients as possible each week while trying to ensure that your home health aides have enough time for their patients.

### You value:

- Providing superior service and support to your patients
- Having weekends off to spend with your family (after spending 30 years working every possible shift!)
- Your ability to hire good people

Props: None

Scenes you are in: Four (Pink)

## Warm-Up

---

Graciela and Nicolas:

- Nicolas can talk about how nice the small party at Graciela's was over the weekend.
- Graciela talks about how kind it was that friends came and brought dinner, and everyone relaxed and enjoyed each other's company. It almost felt like old times when you ran the clothing store and people always stopped by for dinner.

Peggy, Sierra, Sally, and Destiny:

- Your usual Monday morning staff meeting is about to begin. Check in with your coworkers on what they did over the weekend. Did you go to the movies, go watch your kid's ball game or just relax after a hard week?

Halle and Marty:

- You are both on the committee to plan the agency's summer picnic. Talk about what you need to plan: events, prizes, awards ceremony, food, beverages, location, etc.

---

## Graciela Gris, Individualized Care Plan

---

(excerpted)

Diagnosis:

- Secondary- progressive Multiple Sclerosis (MS)
- Muscle weakness in arms and legs
- Increasing problems with movement, walking, standing
- MS-affected coordination and balance issues

Medications:

- Avonex injection once a week. Side effects include: nausea and other flu-like symptoms (fatigue, chills, fever, muscle aches, and sweating)
- 2 Aleve pills each morning given 30 minutes before getting out of bed

Exercise:

- Stretching exercises daily

Nutrition:

- After her injection, Graciela often will only be able to eat soup and light foods
- No dietary restrictions

Safety:

- Graciela requires a two-person transfer
- She requires assistance with personal cares

---

## Scene Four: Pink

---

**Time:** 4:30pm Wednesday

**Participants:** Peggy, Halle, Sierra, Sally, and Marty

**Sierra:** Good afternoon, everyone. Thanks for making time for this meeting.

**Marty:** It's nice to meet you all. I understand we share a client named Graciela Gris.

**Sally:** I'm glad we're getting together to review her Care Plan.

**Peggy:** It's important to me to share some concerns that I have about Graciela getting the care she needs.

**Halle:** I agree. I think Graciela's condition has gotten worse.

**Marty:** Because MS is a progressive condition, it's not unusual that her abilities would decrease over time.

**Peggy:** *to Marty* It seems like Halle just doesn't have enough time to work with Graciela. *to Halle* And you've seemed really rushed during our last few appointments.

**Halle:** My schedule is a little tight.

**Sierra:** Maybe we need to schedule more time for both Peggy and Halle.

**Marty:** Halle, what do you think? Are you able to do everything needed in the time scheduled?

**Halle:** Well, it's getting to be quite a stretch.

**Peggy:** It's so important that Graciela's cares happen every day, like double checking on her meds and coaching her through her exercises.

**Marty:** Well, Health at Home is devoted to excellent care, but we also have to be as efficient as possible. We have such a long waiting list! But Halle, why didn't you tell me that you need more time scheduled for Graciela?

**Halle:** Well... I didn't want you to think that I couldn't do the job, Marty. I mean, I'm a good home health aide, but I just don't think I can keep up this pace.

**Marty:** You are a good home health aide, Halle. How about this? I just hired another caregiver and her schedule isn't quite full yet. I can assign her one of your other patients, so you can have more time with Graciela. Would that help?

**Halle:** I really think that would help, Marty. I could use an extra hour and a half to spread across my day.

**Marty:** And let's take a closer look at your schedule. Maybe we can rearrange the visits to reduce your travel time.



**Halle:** That would be great!

**Sierra:** In the meantime, I think we need to reassess Graciela's meds. Her pain level seems to be increasing, according to Peggy.

**Sally:** Perhaps I could do a home visit just to check in on Graciela. I'm concerned that she hasn't felt free to let us know that she needs more care.

**Peggy:** I could share some of the non-medical cares with Halle, if that would help!

**Halle:** Thanks, Peggy.

**Marty:** I'm glad you got us all together, Sierra. Let's do this on a regular basis with all of our shared clients.

**Sierra:** Good idea. We're all busy, but teaming up might really save us some time and serve our patients better in the long run.