

Graciela Gris Scenario

Sierra Smith

Your life:

- You are an RN and supervisor at Silver Lake Cares, a personal care agency. You are Peggy's supervisor.
- There are many challenges facing your staff, including time constraints, physical demands, and emotional challenges.
- You encourage your staff members to come to you if there is ever a question or concern about the care of one of their clients.
- Your personal care workers are expected to report any change in a client's condition and to communicate with you regularly about each client's progress.

You value:

- Encouraging personal care workers to advocate for clients
- Open communication with all of your staff members
- Providing support for all of your workers
- Promoting teamwork among all care providers

You appear in Scenes Three and 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

Sierra Smith, age 42

Starter page

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Props: Graciela's Care Plan

Scenes you are in: Three (Yellow) and 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.

Scene Three: Yellow

Time: 4:30pm Monday

Participants: Peggy, Sierra, and Sally

Peggy: I have something to talk to you about, Sierra. Do you have a minute?

Sierra: Of course, Peggy. Come in and have a seat.

Peggy: I was at Graciela's house today, you know. And I was bothered by the way her home health aide, Halle, was treating her.

Sierra: What was Halle doing?

Peggy: She came in about 30 minutes late, so Graciela got her pain meds late. Graciela was in a lot of pain. Then Halle snapped at Graciela, telling her that she needed to move faster. I just thought it wasn't right.

Sierra: Well, I have to agree with you.

Peggy: Plus, Graciela's neighbor told me that he heard Halle being impatient with Graciela a few days ago.

Sally: Have you said anything to Halle, Peggy?

Peggy: It's hard for me to talk to Halle, since she works for a different agency. She said her agency schedules her appointments too close together.

Sierra: It's everyone's job to ensure that Graciela is given the time and respect she needs to be comfortable and maintain her health.

Peggy: I don't know what medications Graciela should get or when she should get them!

Sierra: Peggy, you are right to be concerned. It's very serious when a patient is not given medications on time or the correct amount. Let's look at Graciela's Care Plan and what it says about medications.

Sally: Halle's employer needs to identify the problem. It seems like Halle doesn't have enough time to do her job.

Peggy: Halle has more medical experience than I do, but I'm worried that she's not providing good care for Graciela. I don't know what I can do to improve the situation.

Sierra: I'm glad you brought this to our attention, Peggy. I'll share these concerns with Halle's supervisor so she can take action.

Peggy: I'm glad I came in, Sierra. Thanks!

Sierra: We'll talk again soon, Peggy.

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.