

Graciela Gris Scenario

Peggy Collins

Your life:

- You are a personal care worker for Silver Lake Cares.
- One of your patients is Graciela Gris. Graciela is a very nice woman and she enjoys talking to you when you come over.
- You feel bad for Graciela because she has MS. Sometimes, when it is bad, she can't even get out of bed.
- Halle is Graciela's home health worker. You go to Graciela's house to help Halle get Graciela into the bathtub. Halle works for a different agency than you.

You value:

- A good working relationship with other caregivers
- Developing a caring relationship with your in-home clients
- Doing quality work
- Being an advocate for those in your care and doing what needs to be done to protect them

You appear in Scenes One, Two, 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

Peggy Collins, age 24

Starter page

- You are a personal care worker for Silver Lake Cares.
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You value:

- A good working relationship with other caregivers
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- Doing quality work
- Being an advocate for those in your care and doing what needs to be done to protect them

Props: None

Scenes you are in: All

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 One: Blue

Time: 1:00pm Monday

Participants: Nicolas and Peggy

Nick: Hello there.

Peggy: Hi!

Nick: Say, aren't you one of the aides who helps Graciela?

Peggy: Yes, I'm Peggy. *they shake hands*

Nick: I'm Nick Vecino. I live next door.

Peggy: Yes, I have seen you around. This is a great apartment building, and Graciela is such a sweet woman.

Nick: Yes, she is. She really livens up the place. Say, I have something that has been worrying me about Graciela for the past couple of days.

Peggy: Oh, what is it?

Nick: Well, the other day, I heard loud voices coming from Gracie's apartment. At first I thought it was the TV, but when I listened closer, I heard that other caregiver yelling at Gracie to hurry up.

Peggy: I see.

Nick: Yeah, I couldn't really hear anything else she said, but then a few minutes later I saw her rush out of here.

Peggy: Well, thanks for letting me know about it.

Nick: I'm worried about Gracie being left alone with that woman. Who is she anyway?

Peggy: I'm afraid I can't share any information about Graciela's care. That would violate confidentiality.

Nick: Well, I want to make sure Gracie is ok. At our party last weekend, she seemed to be in more pain than usual. Don't you people have medication for her?

Peggy: I'm committed to providing quality care for her, Nick.

Nick: Well, ok...but I think someone should talk to the other caregiver.

Peggy: Thanks for sharing the information with me, and it was nice to meet you.

Nick: You, too. Have a nice day and say "Hi" to Gracie for me.

Scene Two: Green

Time: 1:10pm Monday

Participants: Graciela, Peggy, and Halle

Peggy: *knocks* Hi Graciela—it's me Peggy. May I come in?

Graciela: Yes, Peggy, please do.

Peggy: How are you feeling today?

Graciela: Oh, I'm having one of those days. I am feeling a little sick because of that shot I got yesterday, and I've got a terrible headache. On top of that I can barely move.

Peggy: I'm so sorry, Graciela. Can I get you something to drink or a pillow for your back?

Graciela: Yes, Peggy, a pillow would be nice.

Peggy: *places pillow behind her back* Here you are. How's that?

Graciela: That's good. Thank you.

Peggy: Where is Halle? Has she already been here?

Graciela: Not yet. She's been late a couple of times this week. I'm sure she's very busy.

Peggy: It looks like you haven't had your pain medication yet today.

Graciela: No, I don't think I have. I forget sometimes, and I don't want to take too much. Halle will give it to me when she gets here. I hope it's soon. I'm pretty uncomfortable.

Halle knocks.

Graciela: That must be her now. Halle?

Peggy: Going to the door. Hi, Halle. How are you?

Halle: Hello. Well, frankly I'm too busy today! Graciela, we better get you cleaned up, huh?

Graciela: Hello, Halle. Yes, I suppose so.

Halle: Well come on, let's get her going, Peggy.

Peggy: Right. Are we ready to lift Graciela to her wheelchair?

Halle: Yep. Come on Graciela, we need you to get moving!

Do not actually lift Graciela. As you pretend to lift her, Graciela moves to the wheelchair on her own.

Graciela: Can I please have my pain meds before my bath? I don't like to complain, but I'm worried about handling the pain.

Halle: I may be in a hurry, but you'll still get your meds, Graciela. It's my job, and I'll take care of it.

Graciela: I know you will, Halle. I'm just worried about my pain when I can't manage my meds on my own.

Halle gives Graciela her meds.

Peggy: I'm not the expert on Graciela's medication. I might misunderstand what should be happening. Is there anything I can do to help you with Graciela, Halle?

Halle: I need to get to another appointment at 2:30. I'm late because the agency has me booked so tight. Each patient needs more time and attention than I have to spare.

Peggy: I'm willing to do what I can to help both of you. I want to make sure that Graciela is taken care of.

Halle: I just get so stressed out when I have too many patients. And I really don't have time to help Graciela with her exercises today either.

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.