

Pamela Pinkston Scenario

Jason Jones

Your life:

- You are a social worker at Pleasant Hills and like working here.
- You enjoy visiting with the residents and their families and helping them with the changes they are experiencing.
- You respect the privacy of the families and residents during visits.
- You are interested in ensuring that residents have the resources and support to respond to emotional situations.

You value:

- Advocating for residents
- Making a difference in the lives of vulnerable people
- Protecting residents' rights

You appear in Scenes One, Three, and Four

Summary of the Scenario

This case occurs in Pleasant Hills Nursing Home and Rehabilitation Center: a large facility with over 120 residents. Pamela Pinkston is a 51-year-old resident who is recovering from a brain injury sustained in a car accident. She has been here for two months and is receiving rehabilitative services. Pamela's ability to move and talk has been severely reduced by the accident. Her memory is impaired and her thinking is slow. She is not competent to make her own decisions at this time. Her husband, John, has power of attorney for health care and is her health care agent. Pamela has been making steady progress, but recently her family and nursing staff have noticed a decline in her condition.

Lives

- **Linda Fuller**, CNA
- **Jason Jones**, social worker
- **Melanie Wilson**, CNA
- **John Pinkston**, Pamela's husband
- **Mai Lee**, Director of Nursing
- **Carl Hamilton**, Maintenance man/housekeeper
- **Andrea Pinkston**, Pamela and John's daughter
- **Ron Records**, Documentation Specialist

Who is in each Scene

- **Scene One** (on Blue paper): Jason, Melanie, Linda
- **Scene Two** (Green): John, Andrea, Linda
- **Scene Three** (Yellow): Jason, Mai, Carl
- **Scene Four** (Pink): Jason, Linda, Melanie

Jason Jones, age 35

Starter page

- You are a social worker at Pleasant Hills and like working here.
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Props: Office supplies

Scenes you are in: One (Blue), Three (Yellow), and Four (Pink)

Pamela Pinkston, Individualized Care Plan

(excerpted)

Diagnosis:

51-year-old woman, admitted after 5-day admission at Badger Memorial for traumatic brain injury suffered in a car accident.

Intracranial injuries have caused hemorrhaging resulting in excessive sleepiness, impaired memory, faulty judgment, as well as slowed speech and thinking. Patient requires assistance in most activities of daily living.

Husband, John P. Pinkston, is resident's health care agent due to patient's severely reduced capacity to make health care decisions.

Requires Assistance with:

- bathing
- transferring
- speech therapy
- medication management
- range-of-motion exercises with arms and legs

Safety:

Walking and movement are still problematic. Patient requires assistance. May walk independently with ambulatory aides such as a cane or walker.

Avoid visits after 6:00p.m.

Warm-Up

Mai, John, and Andrea

- John, Andrea, and Mai are in the waiting room discussing the care of Pamela.
- Mai says that she has seen some small signs of improvement in Pamela's condition since her admission.
- Mai mentions that there are many exercises the staff members have planned to improve Pamela's movement and other physical abilities.

Carl, Jason, Linda, Melanie, and Ron

- Each of you has just attended a training session on the importance of teamwork.
- Talk about the ways communication among direct caregivers, managers, and service professionals can improve resident care.
- Discuss each staff person's role regarding resident care.

Scene One: Blue

Time: Monday, 9:00 pm, near the first floor nursing station

Participants: Jason, Melanie, and Linda

Linda: Hello, you two. It looks like another day is almost over!

Jason: Yes. How has it been for you?

Linda: Pretty good. We were really busy earlier, but things have calmed down. Say, have you seen a resident around here who visits Pamela Pinkston in Room 136? He looks familiar to me, but I don't know his name.

Melanie: Yeah, I saw him a couple of days ago. He was acting kind of sneaky. When he saw me, he looked down at the floor and hurried past. I don't recognize him.

Jason: I don't think I've seen him. Isn't Pamela the woman with the severe brain injury?

Linda: Yes, she is. I've seen the man around here a few times. He shows up later in the evening, after Pam's family is gone. Last time I saw him, he was taking some magazines into her room. I'm not sure that she's able to enjoy reading very much right now.

Jason: Have you talked to him?

Linda: No, I just haven't had time, but I've been wondering which room he's in. He seems to like his privacy – he often closes the door when he's in the room.

Jason: It's possible that he's just a little confused or maybe could use some help. We'll have to check into it. Could you do me a favor and find out his name next time you see him?

Melanie: If I see him, I'll make sure to find out who he is.

Linda: Me too. I'll talk to him next time he's around here.

Scene Three: Yellow

Time: Tuesday, 4:00 pm

Participants: Jason, Mai, and Carl

Jason knocks on Mai's office door.

Mai: Hello, Jason. Please come in!

Jason: Thanks, Mai. I've come to you with a concern about one of the residents.

Mai: What's going on?

Jason: Well, I was doing my rounds on the west wing. I overheard one of the residents, Lyle Lyons, say something about how he has a "special someone" here in the facility.

Mai: This is a big nursing home, Jason. Do you have any idea which resident he was talking about?

Jason: I suspect that it could be Pamela Pinkston on the east wing. Just last night, Linda and Melanie on first floor mentioned that they've seen a resident hanging around Pamela's room several times in the last few weeks or so. They didn't know his name.

Mai: Do you think that Lyle and Pamela might have developed a friendship? Or are you worried that something more is going on?

Jason: Well, I have to say I was pretty troubled by the way Lyle was talking. He said something about how she was the “perfect girlfriend” because she can’t say anything to anyone, and that she almost never leaves her room. When he saw me, he stopped talking immediately and looked a little nervous.

Mai: Thanks for coming to me, Jason. I’ll start interviewing the staff that you mentioned. I think I’ll page Carl, our maintenance man. His duties take him all over the building and he may have seen something.

Jason: Let me know if you need me, Mai. See you later.

Jason leaves.

Mai pages Carl, who comes to her office.

Carl: Hi, Mai. Did you page me?

Mai: Yes, please come in, Carl. I wanted to ask if you’ve seen any unusual activity around Room 136 lately.

Carl: I’ve seen Lyle from the west wing near that room a couple times in the last few weeks. Just last night, I saw him coming out of a resident’s room. You know, it was a little odd. He was adjusting his belt when he came out. He kind of gave me a funny look. I wasn’t sure what was going on.

Mai: Carl, can you tell me which room this was?

Carl: I think it *was* Room 136. I remember because it's right down from where I was replacing some light bulbs.

Mai: Since Lyle lives on the opposite side of the building, it's odd that he would be over there at that time of night.

Carl: I was kind of uncomfortable with the situation, but after all, they're both adults. We're supposed to respect their privacy.

Mai: Thanks, Carl, for coming in and telling me about what you saw.

Carl: You're welcome. I hope everything is OK.

Mai: Yes, we'll do everything we can to make sure we are protecting our residents. Thanks, Carl.

Carl: Bye.

Scene Four: Pink

Time: Monday, 9:00 pm. near the first floor nursing station

Participants: Melanie, Linda, and Jason

Linda: Melanie, did you recognize that resident who was going into Pamela Pinkston's room earlier? I was so busy, I didn't have time to stop and talk to him.

Melanie: Yeah, I saw him go into her room and close the door. I followed him in and asked him his name. He said that his name is Lyle Lyons and that he lives over on the west wing. I've never seen him before.

Jason: Oh, I know who Lyle is. Isn't Pam the woman with the severe brain injury?

Linda: Yes, that's Pam. What was he doing in her room?

Melanie: Well, I'm not sure, but he had some magazines with him that he didn't want me to see. I told him that visiting hours were over and that we don't allow closed doors when one resident visits another. Besides, he isn't on her visiting list. Pam seemed relieved when I made him leave.

Jason: Hmm, a private visit late at night? Closing the door? And he tried to hide those magazines? That worries me.

Melanie: You mean it's just like what we learned in that training session we went to on sexual abuse?

Linda: Yeah, those are some of the signs, aren't they? He might be grooming her for what he has in mind later.

Jason: Yes, we know the warning signs and possible behaviors. It's great you acted so quickly, Melanie. You may have prevented a sexual assault.

Melanie: I'm going to go make sure Pamela is OK, and I'll call the RN on duty in case she wants to do an assessment.

Linda: So what will happen next?

Jason: We know that if something just doesn't feel right, we need to take action right away. I'm going to call Mai at home—she says we can always contact her day or night. We also need to alert the staff on Lyle's wing. We need to make sure Lyle is detained until we have more information.

Linda: We better make sure *all* the facility staff are aware of this incident. We don't know that Lyle isn't targeting other residents.

Melanie: This man may just be confused or lonely, but we need to protect Pamela and all of our other residents until we know for sure. I'm glad we're working together on this one.