

Pamela Pinkston Scenario

Linda Fuller

Your life:

- You have been a CNA for more than 10 years. You are dedicated to the best possible care for all of the residents here at Pleasant Hills.
- You have been working with resident Pamela Pinkston since she arrived and have noticed improvements in her condition.
- You have gotten to know Pamela's husband and daughter who come to visit every day.

You value:

- Being an excellent caregiver to residents and a mentor for less experienced CNAs
- Ensuring the residents get the care they need
- Your relationships with coworkers and treating residents and their families with respect

You appear in Scenes One, Two, 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

Linda Fuller, age 45

Starter page

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Props: None

Scenes you are in: One (Blue), Two (Green), 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 Two: Green

Time: Tuesday, 2:00 pm, outside of Room 136

Participants: John and Linda, and Andrea

Linda: Hi, John, how are things going today?

John: Well, I have to say that I'm a little worried about my wife. She was making great progress, but in the last couple of weeks she seems to have gone downhill. Today she didn't even respond when I spoke to her. She just stared out the window.

Andrea: It was almost like Mom didn't even recognize us today. I'm getting very worried about her.

Linda: Well, I understand your concern. You know, recovering from such a traumatic injury sometimes has its ups and downs. Was she able to tell you if anything was wrong?

John: I asked her, but she wouldn't answer. When I tried to hug her, she pulled away from me and got tears in her eyes.

Linda: You know, we really have to be patient with Pamela as she recovers. There will be good days and bad days. I'm sure that she'll be back on the road to recovery in no time.

John: She wouldn't even touch her lunch. I understand she didn't eat breakfast either. She just pulled up the covers and seemed really detached.

Andrea: It sure is difficult. I hate to see my mom acting so strangely.

Linda: You know, we have people here who might give you more information about the recovery process. You could talk to Mai Lee, our Director of Nursing, about that. Do you think that would be helpful?

John: Yes, I think it would. Thank you for offering.

Linda: Anything we can do! I hope tomorrow is a better day for your wife. I'll see you later.

John: Thanks, Linda. See you tomorrow.

Andrea: Bye, Linda.

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.