

Pamela Pinkston Scenario

Mai Lee

Your life:

- You are the Director of Nursing (DON) and directly supervise the CNAs, including Linda Fuller and Melanie Wilson.
- You have worked at Pleasant Hills for the past 7 years.
- You are in charge of overseeing the nursing care and rehabilitation services of all residents.
- You try to have contact with all the residents and have just met Pamela Pinkston. She has a serious brain injury, but is showing signs of recovery.

You value:

- Providing leadership and support to your staff
- Ensuring a safe environment for residents and staff
- Communicating effectively with family, residents, and staff

You appear in Scene Three

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

Mai Lee, age 44

Starter page

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Props: Office supplies

Scenes you are in: Three (Yellow)

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 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.