

# Paula Plummer Scenario

# Jolene Johnson

## Your life:

- You are a registered nurse who has owned the Purple Plains Home Health Agency for 15 years.
- You have lived in the same town all your life and have known most of your clients for many years.
- Your business is successful and you are very busy.

## You value:

- Owning and growing your own business and keeping a good reputation
- Being in a business that helps elderly/disabled people remain in their homes
- Honesty and punctuality in your home health aides

**You appear in Scenes Two and Three**

## **Summary of the Scenario**

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Paula Plummer is a 71-year-old woman with Chronic Obstructive Pulmonary Disease (COPD) and Congestive Heart Failure (CHF). She has lived in her home for 35 years and has lived alone since her husband's death five years ago. She has been receiving home health care for two years. Her home health aide, Marilyn Marvin, comes in 5 times a week to help her with personal care, ambulation, checking vital signs, etc. Another caregiver comes on the weekends. Her daughter, Violet Smith, who lives several hundred miles away, comes to visit her mother for a weekend visit. Violet contacts the home health aide's supervisor stating that Marilyn has been stealing money and family heirlooms from her mother and insists that the caregiver be fired. The caregiver has been a good employee with no history of problems.

Eventually, the evidence indicates that Paula has been giving gifts of money and other valuable household property to Marilyn. Paula considers Marilyn a loving friend more than just her caregiver.

## Lives

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- **Paula Plummer**, a 71-year old client of the Purple Plains Home Health Agency
- **Marilyn Marvin**, Paula's home health aide
- **Mickey Marvin**, Marilyn's unemployed husband
- **Jolene Johnson**, Marilyn's boss and owner of the Purple Plains Home Health Agency
- **Violet Smith**, Paula's daughter who lives out of town
- **Nancy Naybor**, Paula's next door neighbor
- **Al Smith**, Violet's husband
- **Ron Records**, Documentation Specialist

## Who is in each Scene

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- **Scene One** (on Blue paper): Paula, Marilyn, Mickey, Nancy
- **Scene Two** (Green): Violet, Jolene, Al
- **Scene Three** (Yellow): Jolene, Marilyn
- **Scene Four** (Pink): Paula, Marilyn, Mickey, Nancy

## **Jolene Johnson, age 58**

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### **Starter page**

- You are a registered nurse who has owned the Purple Plains Home Health Agency for 15 years.
- You have lived in the same town all your life and have known most of your clients for many years.
- Your business is successful and you are very busy.
- It's hard to find the time to schedule training or in-services for your staff. Oh well, you're able to choose good home health aides, and that's what counts!
- Marilyn Marvin is one of your very best home health aides. You just gave her a small raise—you know that she and her husband are having money trouble since he was laid off.

### **You value:**

- Owning and growing your own business and keeping a good reputation
- Being in a business that helps elderly/disabled people remain in their homes
- Honesty and punctuality in your home health aides

**Props:** Office supplies

**Scenes you are in:** Two (Green) and Three (Yellow)

## Warm-Up

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### **Mickey and Marilyn at home:**

- Marilyn, tell Mickey what time he should pick you up from Paula's today and wish him good luck at his job interview.

### **Paula, Violet, Al, and Nancy:**

- Paula, talk to Violet on the phone about Violet's upcoming visit. You are excited to see her.
- Nancy, talk with Paula about her daughter's upcoming visit.
- Al, talk to Violet about how she's worried to be away from work, even on the weekend.

### **Jolene and Ron:**

- Jolene and Ron, review Jolene's agency policy on giving and receiving gifts.

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## Scene Two: Green

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**Time:** Monday morning, Jolene's office

**Participants:** Violet, Al, and Jolene

**Jolene:** Good morning, Violet. How can I help you?

**Violet:** Yesterday, when I arrived at mother's home for a visit, I discovered that Marilyn has been stealing money and family keepsakes. That Marilyn is a thief!

**Jolene:** I'm sorry you're upset, Violet. Marilyn's always been an excellent employee. Let's see if we can get to the bottom of this. You said you arrived at your mother's home yesterday for a visit, right?

**Violet:** Yes, and right off I noticed the silver candlesticks were missing. They've been on the dining room sideboard since I was a child. I asked mother where they were. She said she gave them to Marilyn for her birthday.

**Al:** Paula seemed surprised that Violet would be upset. She knows how sentimental Violet is about family keepsakes.

**Jolene:** She says she gave them to Marilyn as a gift?

**Violet:** Yes, but I don't believe a word of it! Mother would never give away those candlesticks—she knows how much I love them.

**Jolene:** Was anything else missing?

*Violet shows Jolene the check register.*

**Violet:** I went through mother's checkbook to make sure all of the bills were up to date. I see that she's written several checks to Marilyn over the past 6 months. They total almost \$500! That's outrageous!

**Jolene:** I'm glad you came to me, Violet. I promise you I'll get the facts.

**Violet:** I want Marilyn fired! I'm thinking of calling the police, too! Marilyn and that lazy husband of hers tricked my mother out of her money!

**Al:** Now Violet...

**Jolene:** I'll start an investigation right away. If the facts indicate that I need to report this to the State, I will.

**Violet:** They stole from my mother! I insist that you get the keepsakes and the money back to my mother TODAY!

**Jolene:** I'm going to remove Marilyn from her assignment at Paula's today. I want to be fair to Marilyn, too. Until the facts are straight, I can't make a final decision.

**Al:** That seems reasonable, Violet. We need to let Jolene do her job.

**Violet:** All right, but nothing like this better happen again. Call me soon, Jolene!

*Violet and Al get up to leave the office.*

**Jolene:** I'm sorry this has happened. It's troubling to all of us. I'll keep you informed about my findings. Thank you for coming in. Goodbye.



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## Scene Three: Yellow

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**Time:** Monday afternoon, Jolene's office

**Participants:** Jolene and Marilyn

**Jolene:** Thanks for coming in, Marilyn. Please sit down. I'm afraid I've received a very serious complaint about you.

**Marilyn:** Oh no. What? I've never had a complaint before.

**Jolene:** I know. Violet Smith came to visit her mother this weekend, and she noticed the family's silver candlesticks were missing. She also said Paula has written several personal checks to you over the last few months. Is that true?

**Marilyn:** Well, yes, but she just insisted that I take the checks and other gifts. She knew that Mickey was laid off, and even with the raise I just got, it's hard to get by on just one salary. Jolene, you have to believe me! It was all Paula's idea.

**Jolene:** Violet thinks that you stole the candlesticks and tricked Paula into writing checks to you. Violet wants to call the police and she wants me to report you to the State.

**Marilyn:** Paula insisted that I take those candlesticks for my birthday. Paula said she wanted me to have something special because she loves me so much.

**Jolene:** Do you remember the company policy on taking gifts, Marilyn?

**Marilyn:** I sort of remember the policy on gifts, but not the details. I think I read it five years ago, when I first started.

**Jolene:** This is a serious charge, Marilyn.

**Marilyn:** Jolene, it all started small with checks for only \$10-\$20. The offer of \$100 was a big surprise to me! Mickey wanted me to accept the \$100 because we are having some hard times right now.

**Jolene:** This is a good example of why we have a gift policy, Marilyn. It's there to protect our clients, but also to protect our staff from these kinds of situations.

**Marilyn:** Jolene, you must understand how hard it is to turn Paula down. It makes her so happy to be able to give back. You know, Paula's family hasn't been there for months. I've been more like Paula's daughter than Violet!

**Jolene:** Marilyn, I'm sorry, but I have to pull you from the assignment at Paula's until this is cleared up. I may be able to assign you to another client. But I don't have anything right now. I'll call you after I've talked with Paula and Violet.

**Marilyn:** All right, Jolene. I'm really sorry about this.

*Marilyn gets up and leaves*

## **Purple Plains Home Health Agency Policy on Gifts**

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### **POLICY**

Purple Plains Home Health Agency (hereafter known as “the agency”) staff shall transact business with clients free from offers or solicitation of gifts and favors in exchange for influence or assistance. It is the agency’s intent that this policy be construed broadly to avoid even the appearance of improper activity.

### **PROCEDURE**

1. Agency staff are prohibited from soliciting tips, personal gratuities, or gifts from clients. Staff are also prohibited from accepting money from clients. If a client or another individual wishes to present staff with a monetary gift, he or she should be referred to the agency’s owner.
2. Staff shall not accept gifts, favors, services, entertainment, or other things of value to the extent that decision-making or actions affecting the agency might be influenced. Therefore, staff may only accept gifts of a nominal value from clients. The agency has made no attempt to define “nominal” as a specific dollar value. Rather, the agency expects its staff to exercise good judgment and discretion in accepting gifts. To the extent possible, these gifts should be shared with co-workers.
3. If staff have any doubt or concern about whether specific gifts should be accepted, the owner of the agency should be contacted.

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## **Paula Plummer, Individualized Plan of Care**

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*(excerpted)*

### **Diagnosis:**

- Chronic Obstructive Pulmonary Disease (COPD)
- Congestive Heart Failure (CHF)

### **Services:**

- Home health aide services 7 x week for bathing, personal care, ambulation of 25-50 feet, daily pulse, blood pressure and respiration, daily weight. Report any changes to RN.
- SN (RN) Supervisory visits every 2 weeks

### **Goals:**

- Ambulate 50 feet without shortness of breath; no acute episodes of CHF; maintain weight between 151 and 155 lbs

### **Medications:**

- Foradil aerolizer oral inhalation, 12 mcg (1 capsule) every 12 hr via Airolizer (TM) inhaler
- Albuterol sulfate, Metered-dose inhaler (MDI), 2 inhalations as needed; MAX 12 inhalations per 24 hr
- Digoxin 0.25 mg. daily
- Lasix 40 mg. daily
- K-Dur 20 one tablet daily
- Alprazolam 0.25 mg. up to 3 x day as needed for anxiety