

# Paula Plummer Scenario

## Ron Records

### Your life:

- You are the Documentation Specialist.
- You will need to pay close attention to the activity in this scenario.
- You may be asked to read reports or take notes for the group.
- Your job is to observe and report.

### You appear in no scenes

## **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

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## **Ron Records, Documentation Specialist**

You are the documentation specialist. You will need to pay close attention to the activity in this scenario. Your job is to observe all the scenes and report on the following topics:

**General observations worth noting and reporting:**

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**Identify potential *red flags* of harm to the resident:**

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**What could staff have done to prevent the situation from happening?**

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**Evidence of efforts to protect Paula after the incident:**

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**Evidence of ways to promote Paula's dignity and respect:**

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**Evidence of ways to promote caregivers' dignity and respect:**

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## **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 Violet about your 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.

## **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.

## 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