

STUDENT NAME:

DATE: _____

DESCRIPTION OF SITUATION AND ENVIRONMENT IN WHICH INTERACTION TOOK PLACE: PT is in the hospital on the orthopedic floor. He is in an “isolation room” all by himself, lying in bed, as he is watching T.V. and eating breakfast. He has the tray up close to him as he is sitting up and eating an omelet with one hand and the other in his lap. He looks tired and is moving slowly.

PROCESS RECORDING

VERBAL INTERACTION	NON-VERBAL CUES/ACTIONS	SN FACILITATIVE COMMUNICATION TECHNIQUES, BLOCKS TO COMMUNICATION, PREFERRED RESPONSES AND/OR ALTERNATE RESPONSES DEFENSE/COPING MECHANISMS EXHIBITED BY CLIENT	PERCEIVED THOUGHTS (T), FEELINGS (F), BELIEFS (B) & VALUES(V) OF BOTH CLIENT AND STUDENT NURSE (WRITE OUT AND LABEL)
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<p>SN: Hi! How are you?</p> <hr/>	<p>I waved</p> <hr/>		<p>I felt sooo anxious and scared just walking in (F).</p> <hr/>
<p>SN: My name is Julia, and I'm going to be your student nurse for a little while today.</p> <hr/>	<p>I approached his bedside and smiled</p> <hr/>	<p>Giving information</p> <hr/>	<p>I stumbled on my words and I was fearful of the thought (T).</p> <hr/>
<p>SN: Can you tell me your name?</p> <hr/>	<p>He quickly looked up at me and made eye contact and then looked back down at his food tray</p> <hr/>		<p>I was hoping he wouldn't give me a hard time (T).</p> <hr/>
<p>DF: Hi... I'm okay, could be better. I'm D_____</p> <hr/>	<p>He nodded his head as he was eating. Looking straight down at his food.</p> <hr/>		<p>He seemed bored and not that happy to see me (B).</p> <hr/>
<p>SN: What ya eating this morning?</p> <hr/>	<p>I stood near his bed facing him</p> <hr/>		<p>I felt a little stupid because I started to get the vibe that he didn't really want to talk right now. It seemed like he didn't want to be bothered. Just watch T.V. and eat (F).</p> <hr/>
<p>DF: Just some eggs with cheese, they're really good.</p> <hr/>	<p>Eating</p> <hr/>		<p>He seemed sad and depressed (T).</p> <hr/>
<p>SN: Mmm... That looks good, you are even making me hungry!</p>	<p>I smirked and laughed a little.</p>	<p>Stating observations</p>	<p>I thought that a little joke might cheer him up because so far, he was looking so gloomy (T).</p>

PROCESS RECORDING (cont.)

<p>DF: I used to be an engineer you know and I was in the army a couple years</p>	<p>Looks up at me</p>		<p>It was good to hear him talk about himself. I felt that I didn't have to initiate a conversation for once asking random questions so he wouldn't feel weird with me in the room (F).</p>
<p>SN: oh wow! That is pretty cool, I heard engineering was pretty hard..you must be a smart man.</p>	<p>Getting my BP cuff ready</p>	<p>Giving recognition</p>	<p>I wanted to show him approval and make him feel good about himself so maybe he would cheer up a little (B).</p>
<p>SN: Do you mind if I move your breakfast tray out of the way? I need to assess you a little bit and then you can still eat if you wish to.</p>	<p>He was watching T.V. & I was changing my gloves</p>	<p>Interruption: Wait to get my instruments ready.</p>	<p>I felt a little scared that he would say no and wouldn't let me assess him because I had to get my head-to-toe done on him. But I think was kind of blocking/interrupting our discussion this way (F).</p>
<p>DF: I see you have to wear all that stuff when you're in here don't you?</p>	<p>Moves towards me & body faces me</p>		<p>It made me think that he thought he was being closed off from everyone because he was in isolation (T).</p>
<p>SN: My gloves and gown? Yes, it's to protect you and me</p>	<p>I looked down</p>	<p>Seeking clarification Agreement</p>	<p>I didn't know how to answer him so I just said the first thing that popped in my head because I really didn't even know exactly why he was admitted to the hospital (T).</p>
<p>SN: Well D___, I have to go now my instructor had been waiting for me. It was nice meeting you.</p>	<p>I waved</p>	<p>Giving information</p>	<p>I was glad that it didn't go worse than I thought (T).</p>
<p>DF: You too, Bye.</p>	<p>He looked at me, then back up at the T.V.</p>		<p>In my mind I was thinking he was probably glad I was leaving and not bothering him anymore (T).</p>

<p>SN: Are you concerned that your wife will not come visit you and help take care of things?</p> <hr/>	<p>I walked in front of him so he can look at me and not the T.V.</p> <hr/>	<p>Paraphrasing</p> <hr/>	<p>I felt a little confused as to why he mentioned getting a divorce just because it will make it easier for his wife if he gets transferred to another hospital farther away. I believe there is something else behind it, but knowing how he seems a little closed off, I didn't want to push it, even though I felt I had to find out some more information (T).</p> <hr/>
<p>DF: Well you know it would have to be at least an hour away and it would just make it a lot easier.</p> <hr/>	<p>Shruds shoulders and looks around the room</p> <hr/>	<hr/>	<p>I didn't understand why he would reason like this, but seemed really sad and down, as if there was something else behind it (F).</p> <hr/>
<p>SN: Yes...keep going</p> <hr/>	<p>Listening and nodding my head</p> <hr/>	<p>Active Listening Convey acceptance General Leads</p> <hr/>	<p>I was really concentrated on all of him and I felt really bad, as if I got this sad feeling all over me because he seemed devastated (F).</p> <hr/>
<p>DF: Well you know I don't want to make it harder on her.</p> <hr/>	<p>He sighed</p> <hr/>	<hr/>	<p>Looked like he felt tired (F).</p> <hr/>
<p>SN: Have you talked to her about it? I'm sure your wife will stand by your side no matter what.</p>	<p>Facing him and nodding my head</p>	<p>Closed Question Ask an open question instead, like "Can you tell me how you would make it harder on her?" False reassurance: Maybe I <i>shouldn't</i> tell him I'M SURE his wife is by his side.</p>	<p>I tried to be as honest as I could with an answer, I was clueless what to say (F).</p>

<p>SN: Oh that's wonderful!</p> <hr/>	<p>I smiled</p> <hr/>	<p>Sharing observation</p> <hr/>	<p>When he told me that one of his sons lives at the house with him reminded me of when I lived with my parents and brought back happy memories and warm feelings so I felt a little connected (T).</p> <hr/>
<p>DF: But yes, I am married and my wife lives with me too.</p> <hr/>	<p>Looks straight ahead at the wall</p> <hr/>	<p>Silence</p> <hr/>	<p>He seemed like he was thinking about something else too (T).</p> <hr/>
<p>SN: That is good that you have people with you at home to help take care of you and people that care about you.</p> <hr/>	<p>Smiled, made eye contact & touched his shoulder</p> <hr/>	<p>Showing approval Sharing observations Therapeutic touch</p> <hr/>	<p>I was starting to feel like we were getting somewhere and he was opening up a little bit to me (F).</p> <hr/>
<p>DF: Yeah, but I guess they want to move me to another hospital farther away.</p> <hr/>	<p>Sighs and looks down</p> <hr/>		<p>All of a sudden, his spirit changed once he said that they want to move him to a hospital farther away and I sensed something was wrong (B).</p> <hr/>
<p>SN: How does that make you feel?</p> <hr/>	<p>Approached him closer but still looking at him not looking away</p> <hr/>	<p>Reflecting feelings Open questions</p> <hr/>	<p>I wanted to get more information about what he truly felt deep down, but I was scared he might start to feel bothered again? (B).</p> <hr/>
<p>DF: Well it's farther away from where we live, maybe we will just get a divorce to make things easier.</p>	<p>Looks down at his food and takes a bite</p>		<p>I was almost in shock when I heard him say the word divorce. I was scared on how to react to what he said because it hit me emotionally (V).</p>

<p>DF: It's the first time in days that I actually have an appetite.</p>	<p>Eating</p>		<p>I was getting a little excited because it seemed like he wanted to talk about himself a little bit and I wouldn't feel so awkward again (F).</p>
<p>SN: Oh really? You mean to say you didn't have an appetite before until this morning?</p>	<p>Maintained eye contact and came closer.</p>	<p>Active listening Paraphrasing</p>	<p>I was trying to get information and be show him that I am concerned (T).</p>
<p>DF: Naww, not really.</p>	<p>Still eating & watching T.V.</p>		<p>He seemed uninterested in his condition (B).</p>
<p>SN: So how long have you been in here...do you know why you're here?</p>	<p>I moved over to the other side of his bed maintaining eye contact & touched his bed.</p>	<p>Closed question Ask open question instead like "Can you tell me what happened before you got to the hospital?" Therapeutic touch</p>	<p>I felt like he didn't really hesitate to look up at me at all to maintain a conversation. I felt that I was annoying him a little bit (F).</p>
<p>DF: They've been keeping me since Monday.... Yeah I have some infection or something like that??</p>	<p>Looks up towards ceiling. Has a questioning look on his face.</p>		<p>He looked like he didn't want to talk about it (T).</p>
<p>SN: But you don't know exactly what it is, is that what you are trying to say?</p>		<p>Verbalizing the implied</p>	<p>I was just trying to keep this part of the conversation going (B).</p>
<p>DF: I guess some kind of infection?</p>	<p>Shakes head, has a mean look on face</p>		<p>He looked confused and a little unsure of exactly why he was there. At first I thought maybe he just didn't want to tell me, but then I was getting the feeling that he was feeling irritated by my questions about his condition or that maybe he was ashamed to tell me (F).</p>
<p>SN: So D_____ are you married or do you have any children?</p>	<p>I looked up at the T.V. with him and then back at him in his eyes.</p>	<p>Closed Question Ask open question instead like " Tell me a little bit about your family? "</p>	<p>I decided to change the subject because it was getting a little tense (B).</p>
<p>DF: Oh yeah I have three boys, they're all grown up. Some of them live with me too.</p>	<p>Slightly smiled while watching T.V.</p>		<p>I believe his children is what is bringing him slight happiness despite in the condition in which he seemed (B) so I decided to continue the conversation because I wanted to show him that it's important to me to hear and listen to anything that brings him joy (V).</p>

1.	Why did you select this interaction? I selected this interaction because it was when we had the most talking going on, but also because I felt that he was feeling something behind these conversations. I could sense he had a lot going on and it seemed therapeutic to talk to him about it and try to ask questions because otherwise, he seemed really closed.
2.	What did you learn about IPR from this interaction? I learned that I should watch how I ask some questions, because I noticed I had several of closed questions and I needed to be more aware of that. I could have asked more open questions because that would of also helped with him since most of his answers and the way he was talking to me was “short” and basic. I also learned that it’s important to give your patient attention to what makes him happy or brings joy because they will open up to you somehow, like my PT did, even if it was just a little bit. I learned that I shouldn’t be so nervous or feeling stupid if the PT doesn’t necessarily burst in joy with me, he/she is probably upset or sad because they ARE in the hospital.
3.	
4.	What kind of interaction was this? Therapeutic communication.