Student Resource 9.5

Scenarios: Using the Communication Skills of a Nurse

Student Names:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date:\_\_\_\_\_\_\_\_\_\_\_

Directions: In your group, read the scenario that your teacher assigned you. Then practice role-playing the scenario. The role play should not exceed one minute.

Consider these questions as you work on your role play:

* Is the nurse treating both the patient and the caretaker or companion with respect and courtesy?
* Is the nurse showing that he or she is listening carefully to the patient?
* Is the nurse using appropriate body language?
* Is the nurse explaining things in a way that the patient can understand? Are the words the nurse uses appropriate for the patient’s age and cultural background?
* Is the nurse doing everything possible to help the patient?

After you’re done practicing, your group will act out your scenario in front of the class. Do not fill out the note section yet; your teacher will instruct you to fill it out when groups role-play in front of the class.

Scenario One

A 45-year-old woman has a history of skin cancer in her family. She is waiting with her brother in an exam room to receive the results of a skin biopsy. She is nervous, and her brother is angry because he feels that they have been waiting too long.

Notes:

Scenario Two

A nurse is preparing to give a 4-year-old a vaccination. The mother is with the child. The mother and the child’s first language is Spanish and their English is limited. The nurse does not speak Spanish.

Notes:

Scenario Three

A daughter visits her 77-year-old father in a nursing home. The father has Alzheimer’s disease. A nurse enters the father’s room just as the daughter is becoming upset because her father doesn’t know who she is.

Notes:

Scenario Four

An 80-year-old woman has been hospitalized with a broken hip. Her son tells the nurse that he thinks his mother is in more pain than she is letting on. The son thinks that the mother is too proud to ask for help.

Notes:

Scenario Five

A 26-year-old woman gave birth two days ago. She is being discharged from the hospital. The nurse is reviewing with the woman and her husband information about how much rest the woman needs and things they need to do to care for the baby. The couple seems overwhelmed.

Notes:

Scenario Six

A nurse pays a home visit to an 83-year-old man. She is reviewing his medication with him and his wife. The instructions are complicated. Both the man and his wife seem confused, but they say that they understand.

Notes:

Scenario Seven

At his 12-year-old daughter’s routine checkup, the father tells the nurse that he thinks his daughter is dieting unnecessarily. The daughter disagrees and becomes embarrassed.

Notes: