Observe and provide feedback about how the RNs:

Ask questions about Nasifah’s previous life experiences.
Delivering Comprehensive Care

Observe and provide feedback about how the RNs:

Seek to understand the decision-making approach used in Nasifah’s family.
Observe and provide feedback about how the RNs:

Assess Nasifah’s attitude to her illness.
Observe and provide feedback about how the RNs:

Assess Nasifah’s cultural beliefs and values.
COMMUNICATING SAFETY

Observe and provide feedback about how well the RNs:

Develop a therapeutic relationship with Nasifah.
COMMUNICATING SAFETY

Observe and provide feedback about the RNs:

Use of non-verbal communication techniques.
Use of verbal communication techniques.

Observe and provide feedback about the RNs:

COMMUNICATION SAFETY
Observe and provide feedback about how well the RNs:

Include Nasifah’s son and/or daughter in the conversation.
PARTNERING WITH CONSUMERS

Observe and provide feedback about how the RNs:

Work in partnership with Nasifah (and her family) by including them in decisions and plans related to her healthcare.
PARTNERING WITH CONSUMERS

Observe and provide feedback about how the RNs:

Respond to questions asked by Nasifah or her family.
Observe and provide feedback about how the learners:

Educate Nasifah (and her family) about infection control practices.
Observe and provide feedback about how the learners:

Attempt to prevent health care associated infections.
ACTION:

RN 1 – Tell your mentor that you have never undertaken a cultural assessment before and are not sure what to do.
ACTION:

RN 2 (Mentor) – Tell RN 1 to hurry up as that there is no time for a detailed Q&A session today as you a lot of other patients to see.
Family member – Ask why this cultural assessment is necessary and why the RN is prying into their personal beliefs.
COMMUNICATING SAFETY

ACTION:

RN 2 (Mentor) – Tell the RN 1 to focus on Nasifah’s illness rather than asking about her previous experiences.
ACTION:

RN 2 (Mentor) – Tell RN1 to speak directly to Nasifah’s son or daughter as Nasifah won’t be able to understand you.
COMMUNICATING SAFETY

ACTION:

Nasifah - Tell RN1 that you don’t understand why they keep asking so many personal questions.
PARTNERING WITH CONSUMERS

ACTION:

RN2 – Tell RN1 that they should not provide too much information to Nasifah as it will frighten her.
PARTNERING WITH CONSUMERS

ACTION:

RN1 - Ask the family members to leave the room as the information you are providing to Nasifah is confidential.
ACTION:

RN2 (Mentor) – Tell RN1 that hand hygiene is not required in community settings.
PREVENTING AND CONTROLLING HEALTHCARE ASSOCIATED INFECTION

ACTION:

RN1 - Ask RN2 whether transmission-based precautions are needed for Nasifah.