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

Assess Nasifah’s cultural beliefs and values.
Observe and provide feedback about how the RNs:

Ask questions about Nasifah’s previous life experiences and how they are influencing her current situation.
Observe and provide feedback about how the RNs:

Seek to understand the decision-making approach used in Nasifah’s family.
COMMUNICATING SAFETY

Observe and provide feedback about how well the RNs:

Develop a therapeutic relationship with Nasifah.
COMMUNICATING SAFETY

Observe and provide feedback about well how the RNs:

Include Nasifah’s son and/or daughter in the conversation.
Observe and provide feedback about how the RNs:

Communicate and interact with each other.
Observe and provide feedback about how the learners:

Use verbal communication techniques.
COMMUNICATING SAFETY

Observe and provide feedback about how the learners:

Use non-verbal communication techniques.
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.
PREVENTING AND CONROLLING HEALTHCARE ASSOCIATED INFECTION

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 cultural assessments are a waste of time.
ACTION:

Family member – Ask why the RN is prying into their personal beliefs.
Patient’s daughter – Tell the RNs that your mother is refusing to take morphine for pain as it contains alcohol.
ACTION:

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

ACTION:

RN 2 (Mentor) – Tell RN 1 to speak directly to Nasifah’s son or daughter as Nasifah won’t be able to understand you.
ACTION:

Nasifah – Tell RN 1 that you don’t understand why they keep asking so many personal questions.
ACTION:

RN2 (Mentor) – Tell the patient and her family that she must take the morphine prescribed otherwise she may need to be admitted to hospital when she has pain.
PARTNERING WITH CONSUMERS

ACTION:

RN2 (Mentor) – Tell RN1 that they should not provide too much information to Nasifah as it will frighten her.
PREVENTING AND CONTROLLING HEALTHCARE ASSOCIATED INFECTION

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.