

LEARNING ACTIVITY

Clinical Clip: patient care (answers)

Before you watch the film clip

In this film clip, Jo, the nurse, is assessing the patient's (Amanda) cannula site and answering any questions Amanda has before she goes for gall bladder surgery.

Nursing communication

1. This is the first time that Jo has met the patient. How should she introduce herself?

State her full name – first name and family name; status – student nurse, university, year; name of supervising RN.

2. What do you think Jo might say before she begins to check the cannula site? Explain what she would like to do, ask the patient's permission.

3. What do you think Jo might say while she is checking the site? Explain to the patient what she is observing and why, this could be an opportunity to educate the patient about her care.

Nursing behaviour

4. What exactly do you think Jo will be checking when she checks the cannula site? If the patient has any pain or discomfort, if the cannula is securely in place, colour of the insertion site, temperature of the area (warm, cool) any swelling.

5. What should Jo do when checking the site to ensure patient safety? Perform hand hygiene, apply clean gloves.

Watch the film clip

6. Watch the video and compare your answers to the questions above with what happens in the video.

7. How is Amanda feeling about the operation? Not too bad but feels she has been waiting a long time.

8. Jo realises that Amanda is confused about something. How does Jo know Amanda is confused? By Amanda's facial expression.

9. What is Amanda confused about?

Jo uses the word 'cannula', Amanda does not understand this term.

10. What made Jo realise that Amanda had not understood the information that she could not eat or drink anything before the operation?

Amanda asks if she can have a drink. This is not permitted when someone is fasting.

Nursing communication

Using everyday language to explain health care to patients

Jo uses medical terms when she is checking the cannula site but she explains these terms in everyday language to make sure the patient understands.

11. Complete the following explanations that Jo gives to explain medical terms:

The way it works is ... [explaining how a cannula works]

A small tube that sits inside the vein in your arm... and the fluid that is hanging here can run through the tube and into your bloodstream and that will keep you hydrated to that you don't get dehydrated because you are not eating or drinking today before the operation.

Phlebitis, that's when...

The blood vessel, the vein the tube is sitting in, is irritated by the tube.

Infiltration, which is when...

The little tube is actually not sitting in your vein but in the tissue next to it and so the fluid sort of swells up around the tissue around the vein instead of going into the vein.

12. Think of some medical/nursing terms you are currently learning. How would you explain these terms in everyday language to a patient?

Giving health information

Before Jo gives Amanda information she asks questions to find out what the patient knows. She uses a mix of open and closed questions.

Open questions

At the beginning of the interaction Jo asks:

Now, how are you feeling about your operation this afternoon?

13. Listen for any other open questions that Jo asks

Closed questions

When Jo wants to get a specific answer, she uses a closed question:

Now has someone come and explained to you that you can't eat or drink anything this morning?

14. Listen for any other closed questions that Jo asks

Responding to patients' comments

It is important to respond to patients' comments. Look how Jo picks up on what has Amanda has said:

Jo: Now, how are you feeling about your operation this afternoon?

Amanda: Oh not too bad it's just a really long wait all day

Jo: Yeah it can be boring waiting but, um, we'll see, I might go and get you some magazines or something to help the time pass a bit quicker

15. Find another example where Jo responds to a comment Amanda has made: