



Nursing Scenarios

Student Workbook



Name: _____

This publication, or parts thereof, may not be reproduced without permission from Realityworks, Inc.



© 2019, Realityworks, Inc. All rights reserved.

RealCareer® is a registered trademark of Realityworks, Inc., 2019.

2709 Mondovi Road
Eau Claire, WI 54701 USA
800.830.1416
+1.715.830.2040
www.realityworks.com
1053305-02

Problem-solving

Scenario

Scenario: Mrs. Longwell has a history of falls and is now hospitalized for a fractured hip. Olivia is Mrs. Longwell's nurse and believes that Mrs. Longwell may no longer be able to care for herself safely at home alone. Mrs. Longwell would like to stay at home and have home healthcare visits. Her family would like her to be placed in an assisted living facility. Today, the family is meeting to discuss her future living arrangements and Olivia will be the moderator in hopes of coming up with a solution that everyone agrees on.

Points of view to consider:

Mrs. Longwell

Olivia, the nurse

Mrs. Longwell's family

Answer the following key questions:

1. What is the role of a moderator?
2. How should Olivia begin the meeting?
3. What should Olivia do if there is a major disagreement at the meeting?
4. How could Olivia assist the family in compromising?

Problem-solving Organizer

Use the 7 steps to problem-solving to solve the problem in the scenario.

1. Problem	4. Evaluate the options <u>Pros</u> <u>Cons</u>
2. Other points of view	
3. Options	5. Solution
	6. Documentation and steps to implementation
	7. Evaluation and monitoring

Teamwork

Scenario

Scenario: The day shift team on a busy unit consists of:

Tom, the charge nurse

Leah, the hall one nurse

Carol, the hall two nurse

Emily, the hall one nursing assistant

Lindsey, the hall two nursing assistant

Lindsey has called in sick and there is no one to cover her. Emily is just off orientation and still needs guidance. Tom needs to figure out how to meet the needs of the patients with being short-staffed.

Points of view to consider:

Tom, the charge nurse

Leah, the hall one nurse

Carol, the hall two nurse

Emily, the hall one nursing assistant

Answer the following key questions:

1. What feelings do you think each of the team members has about Lindsey's sick call?

2. How should Tom reorganize the team?

3. How can Tom inspire teamwork?

Characteristics of Effective Teams

Think about the characteristics that teams should have in order to be effective. In our scenario, all of the employees on the unit are a team. Here are eight characteristics of effective teams to consider. For each of the eight, identify what the team members should do to demonstrate this characteristic.

1. The team must have a clear goal.
2. The team must have competent, knowledgeable team members.
3. The team must be collaborative, with all members being honest, open, and respectful of other members.
4. The team must have a unified focus and commitment.

Teamwork

Characteristics of Effective Teams

5. The team should have a results-driven structure.
6. The team must have high expectations that are understood by everyone.
7. The team should receive support and encouragement from external sources.
8. The team must have an effective leader who works for the good of the team.

Communication

Scenario

Scenario: Paul has been a nurse on the unit for 3 years and is up for his annual performance review. Paul would like to ask for a raise, but isn't sure how. He is a passive person. His supervisor, Whitney, has a strong personality and can be controlling. He believes that Whitney is a good supervisor, but she makes him nervous.

Whitney has been a supervisor for 10 years, but is getting pressure from management to make budgets cuts. Having been a nurse herself, she greatly respects the staff. She is a direct and blunt person. She views Paul as a strong nurse but wishes he could be a better leader.

Points of view to consider:

Paul, the nurse

Whitney, the supervisor

Answer the following key questions:

1. How does Paul's communication style differ from Whitney's style?
2. What advice would you give to Paul in asking for a raise?
3. What advice would you give Whitney on her leadership?
4. How could communication between supervisors and staff improve if there is a difference in styles?

Communication

Nonverbal Communication Activity

The scenario primarily focused on the impact of personality on communication in the workplace. Consider how you can use nonverbal communication with coworkers to convey how you are feeling. What messages could you be sending with your body language?

Write a brief statement of how each of the following could be used in this scenario to communicate with the coworker, including a supervisor. (Example: Clenched fists may show anger or minimal eye contact may signal lack of confidence)

Eye contact:

Facial expression:

Posture:

Handshake:

Personal space:

Vocal tone:



www.realityworks.com

© 2019 Realityworks, Inc. All rights reserved.
08/2019 | 1053305-02



JOIN US ON



Connect with us to join ongoing conversations about engaging learners, technology tips and issues facing all areas of education.