

Edna Evergreen Scenario

Carolyn Lewis

Your life:

- You are a Certified Nursing Assistant (CNA) and have worked at Greenhill for six months.
- You respond well to most residents, but sometimes, you are frustrated by your job.
- You have just started working on the third shift; there are fewer staff on this shift, which makes your job more challenging.
- You like to be home to get your kids off to school in the morning. Between work and home, you don't get much sleep.

You value:

- Getting your work done in a timely manner
- Ensuring that residents are where they need to be at the appropriate time
- Getting home so that you can be with your family

You appear in Scenes One and Four

Summary of the Scenario

Edna Evergreen is an 80-year-old resident of Greenhill Care who has Alzheimer's-related dementia, as well as vision and hearing loss. She often reminisces about her family. Sometimes she will pinch and yell at caregivers. Staff must be careful about how they approach her because she can be startled by quick movements.

On one occasion Edna gets up in the middle of the night, walks down the hallway, talking about how she must find her son. Facility staff know that Edna's son Billy was fatally injured in a car accident several years ago. She is led back to her room by Carolyn Lewis, CNA. After some time Carolyn feels that Edna is ready to go back to bed. Soon though, Edna gets up once again. Carolyn, feeling the stress of caring for other residents, leads Edna by the arm back to her bed and blocks her doorway with a recliner to prevent her from leaving the room again.

Lives

- **Edna Evergreen**, Greenhill Care Nursing Home resident
- **Carolyn Lewis**, CNA at nursing home
- **Patricia Prentice**, CNA at nursing home
- **Lila Moore**, Edna's daughter
- **Alicia Dillon**, activities director at nursing home
- **Brad Cooper**, RN Supervisor at nursing home
- **Nancy Wilson**, new CNA at nursing home
- **Don Records**, Documentation Specialist

Who is in each Scene

- **Scene One** (on Blue paper): Edna, Carolyn, Patricia, and Nancy
- **Scene Two** (Green): Edna and Lila
- **Scene Three** (Yellow): Lila, Brad, and Alicia
- **Scene Four** (Pink): Edna, Carolyn, Patricia, and Nancy

Carolyn Lewis, age 34

Starter page

- You are a Certified Nursing Assistant (CNA) and have worked at Greenhill for six months.
- You respond well to most residents, but sometimes, you are frustrated by your job.
- You enjoy the residents. You have just started working on the third shift. There are fewer staff on this shift. This makes your job more challenging.
- You work the third shift so that you can be home to get your kids off to school in the morning. Between work and home, you don't get much sleep.

You value:

- Getting your work done in a timely manner
- Ensuring that residents are where they need to be at the appropriate time
- Getting home so that you can be with your family

Props: None

Scenes you are in: One (Blue) and Four (Pink)

Warm-Up

Edna, Lila, Brad and Nancy:

- Edna discusses with Lila the nice party last week for another resident's 90th birthday. The resident is Harry.
- Nancy tells Brad about how much Harry enjoyed the German Chocolate cake that the kitchen staff made for him.
- We all had a great time.

Carolyn, Alicia, Patricia, and Don:

- Patricia and Alicia discuss the recent training they attended about working with other staff.
- Carolyn and Don talk about the challenge of working different shifts and balancing family with work.

Scene One: Blue

Time: Tuesday, 2:30 am

Participants: Edna, Carolyn, Patricia and Nancy

Edna: Let me out of here! I have to see my son!

Carolyn: Edna, everything is OK. Let's go to sleep now, huh?

Edna: But my son, I have to see my son!

Carolyn: Edna, please. Let's go to sleep. You're going to wake everyone up.

Edna: Why are you trying to stop me?

Carolyn: Edna, I'm just going to slide your recliner into your doorway. I want to make sure you don't leave your room again tonight. I'm afraid you'll get hurt. This is for your own good!

Edna: I'm so worried about Billy. I have to go see how he's doing. You can't keep me here!

Patricia and Nancy enter Edna's room.

Patricia: Carolyn, what's going on? Hello Edna, it's Patricia. Is everything OK?

Edna: No! I didn't do anything to deserve this. My son needs me. It's a mother's duty to go to help her child!

Nancy: Edna, I'm glad you came back to your room. We were worried about you.

Patricia: Here, let me help you get back in bed, Edna.

Edna: Oh all right, but I really wish you'd help me find Billy.

Carolyn: Thank you for getting back in bed, Edna. I think you'll feel much safer with the recliner in your doorway. It will remind you not to leave your room again.

Carolyn, Patricia, and Nancy move to the hall. Carolyn pushes the recliner into the doorway on her way out.

Carolyn: Now that the doorway is blocked, I feel better about Edna. I don't know any other way to keep her safe!

Patricia: What if she tries to climb over the recliner and hurts herself?

Nancy: I never thought about how she might hurt herself!

Patricia: Carolyn, have you checked Edna's Care Plan? There is no order for any type of restraint.

Carolyn: Restraint? All I did was try to keep her from getting out of her room and falling or something. What's wrong with that?

Patricia: Oh, Sheldon and Harry's call lights are on! Nancy and I will take Sheldon. Carolyn, please check on Harry.

Edna Evergreen – Individualized Care Plan

(excerpted)

Diagnosis:

- Middle dementia – Alzheimer's related
- Becoming increasingly confused

Edna's interests:

- Big band music
- Large piece jigsaw puzzles
- Talking about her family

Nutrition:

- Provide small, nutritious meals frequently
- If wandering or pacing is present, increased calories may be needed
- Offer water frequently throughout the day

Communication:

- Use short simple sentences when making requests, giving one instruction at a time
- Use kind touches, pats, and other forms of non-verbal communication
- Mention Edna's interests often and encourage participation

Safety:

- Edna is at risk for falls, wandering, and choking
- Frequent supervision is necessary
- Staff should maintain consistent routine of care to help alleviate confusion
- Staff should walk with her and encourage her to use her walker often, as she may forget to do so

Other:

- Sometimes has trouble sleeping
- Staff should monitor sleep habits and report disturbances
- Alleviate distress and promote sleep by leaving a light or soft music on at night

Scene Four: Pink

Time: Tuesday, 2:10 am, same day as Scene Two

Participants: Carolyn, Edna, Patricia, and Nancy

Carolyn: Edna, I hope you will stay in your room this time. You seem so upset and I'm afraid you'll get hurt.

Edna: Please don't make me stay here. I need to go to my son.

Patricia and Nancy enter the room.

Patricia: Carolyn, can we help out?

Carolyn: Thanks, I could use some help.

Patricia: Hi, Edna, I'm Patricia. Would you like to rest in your recliner for awhile? We could put on some music.

Edna: No! Please, I really have to get to my son! He needs me.

Patricia: Isn't that a picture of you and Billy in your photo collection on the wall?

Edna: Yes, isn't he handsome? Billy is such a good son. That picture was taken at a Glenn Miller concert that we went to. We had the best time!

Carolyn: It's great that you and Billy like the same music. I know Billy is very special to you.

Patricia: That's a beautiful dress you're wearing in the picture, Edna!

Edna: I made it myself. I was a very good seamstress in my day.

Nancy: That dress is gorgeous! I could never sew anything like that.

Patricia, Carolyn, and Nancy chat a bit longer with Edna about Billy and her dress.

Edna: What time is it anyway? I'm getting pretty tired. I think I'll just rest in my recliner for awhile. I don't really feel like getting in bed.

Patricia: Ok, Edna. That sounds good. Let us know if you need anything else. Good night.

All the caregivers walk out into the hallway.

Carolyn: Thanks for coming in and helping out! It's much easier when I don't feel so alone! I'm glad that her Care Plan was updated! Everyone had a chance to give ideas on how best to care for Edna.

Patricia: I really like all the new photos and clippings that Edna's daughter brought in and hung on the wall. It gives us lots to talk about with Edna.

Nancy: Wow, being a caregiver can be really hard! I hope I learn to care for residents as well as the two of you.