

Identification & Management of Behavioral Expressions of Distress “Pain” Scenario

Actors:

Resident
CNA
Nurse

Version A

Resident: In room, in bed at 2:00 am

CNA: Walking by, glances in room

Resident: Facial expression with furrowed brow. Resident is restless, scooting and crawling to the end of the bed, pulling on the linens and trying to get out of the bed.

CNA: “Stop, you are going to fall and get hurt!”

Resident: Resident continues to thrash and propel toward end of bed, speech garbled.

CNA: Reaches out to place hand on resident’s arm, and resident pushes the hand away.

“Do not do that! Don’t you know you will get hurt?”

“You are going to cause too much paperwork.”

“Do you want to sit at the nurse’s station so we can see what you are doing?”

Resident: Groans and pulls harder on linens, knuckles white.

Speech remains garbled, appears agitated.

Begins to rock back and forth.

CNA: Trying to keep resident in bed, by standing close to the bed in an attempt to block the resident’s exit.

“I will tell the nurse to get you an alarm since you do not understand you cannot get up by yourself”.

CNA leaves resident to get nurse.

Stop here for discussion

Version B

Resident: In room, in bed at 2:00 am

CNA: Walking by, glances in room

Nurse: At nurse's station

Resident: Facial expression with furrowed brow. Resident is restless, scooting and crawling to the end of the bed, pulling on the linens and trying to get out of the bed.

CNA: "Hello, Mr/Mrs Smith, can I help you with something?"

Resident: Resident continues to thrash and propel towards end of bed, speech garbled.

CNA: "Do you need to go to the bathroom?"

Resident: Groans and pulls harder on linens, knuckles white.

Speech remains garbled, appears agitated.

Begins to rock back and forth.

CNA: "Are you in pain? Should I ask the nurse to come?"

Resident: Stops rocking and smiles at CNA, but continues to grip the linens.

CNA: Goes to the door to signal the nurse to come into the room.

To nurse: "Based on the way Mr/Mrs Smith is acting, I think he/she may be in pain.

I offered to take him/her to the restroom, but he/she didn't want to go."

Nurse: "I know he/she has an order for prn pain medication, I will go do an assessment."

To the resident: "Hi Mr/Mrs Smith, your CNA says that you might be in pain. Would you like some pain medication for your knee?"

Resident: Resident relaxes grip on linens and smiles at nurse.

CNA: To the resident: "While we wait for your medication to start working, can I help you get into a more comfortable position in bed?"

Resident: Relaxes some and allows CNA to reposition.

