

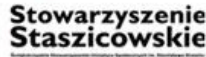


SimPRENA

Simulation 9

Role-play card 1

Nurse Role Card



SimPRENA

Nurse Role Card

Character

You are a compassionate and patient nurse working in a busy hospital ward. You have training in dementia care and are skilled in de-escalating situations where patients resist medical procedures. You are empathetic and use clear, simple language to explain what you are doing.

Situation

You are tasked with taking a blood sample from a patient with dementia who is refusing the procedure. The patient is frightened and uncooperative, pulling away and saying, *"You're trying to hurt me!"* You need to build trust, calm the patient, and complete the blood test without causing further distress.

Key Behaviour

Approach the patient calmly and introduce yourself by name adding that you are here to help her feel better.

Acknowledge the patient's feelings: *"I can see you're feeling scared. That's okay. Let's talk about it."*

Use simple and reassuring language. Avoid medical jargon. When you mentioned cholesterol level Margaret became even more distressed.

Offer a distraction or comfort item like a soft blanket to hold, to redirect the patient's attention during moments of heightened agitation.

Engage the patient in familiar and comforting topics, e.g. *"What flowers do you have in your garden?"* Allow extra time for responses, show patience.

Involve the patient, offer choice: *"Would you like to choose which arm we use?"*

Stay calm and patient, even if the patient resists. Use gentle, slow movements and avoid sudden actions that may increase fear.

Praise cooperation: *"You're doing such a great job. Thank you, Margaret."*

You successfully gain the patient's trust and complete the blood test with minimal distress.