

## Suzanne's Story Video Clip for Module II

The video itself does eventually reveal Suzanne's background however this is the story of Suzanne you can share before the video.

Do not reveal the end of the story or the reasons for her "behaviors" until the video is played completely.

She was involved in a MVA/ DUI sustaining a head injury and was placed in LTC. As a result her young children were placed in the custody of her mother who now raises them.

She has been in and out of many nursing facilities because she is a "difficult patient". Her current nursing home requested Dr. Wehry to evaluate her because according to the staff she is a "problem". "She wants to smoke frequently and becomes verbally and physically threatening to the staff when she cannot smoke when she wants."

You will see from the video how speaking with her in a respectful manner allows her to speak honestly about her feelings regarding her life and why she wants to smoke so frequently...boredom and lack of purposefulness and control. She feels she has no control of her life or in raising her children. She desperately misses her children and is unhappy with how they are being raised, leaving her feeling helpless.

After applying OASIS skills and getting to "know" and understand Suzanne the staff began to realize "the meaning behind her behaviors". There was a change in the behaviors of the staff (attitude and approach) and subsequently a change in Suzanne. After some time she took better care of herself physically and actually quit smoking all together.