###### Training Materials for Standardized Survivor

**Case**: Karen or Karl Rollins (Standardized Survivor and friend of patient)

#### Survivor Profile

A. Age: 60-70

B. Gender: male or female (match gender of patient)

C. Race: Caucasian

D. Affect (mannerisms, behavior): Survivor friend is in shock and disbelief. His/her friend

was playing golf/tennis when he/she collapsed. The survivor friend called 911 and has

contacted Carol Woods. The survivor rode in the ambulance to the hospital, but the survivor

friend has known the patient through church and community activities for only about six

months. He/she is not certain of the location of next of kin, although there are two children

and a surviving sister.

##### E. Social History/Lifestyle: The survivor is dressed in clothes appropriate for the activity

##### (golf or tennis) and has become a friend of the patient through church activities and mutual

##### friends. The patient lives at Carol Woods Retirement Community, but the survivor lives

##### independently in another Chapel Hill neighborhood.

F. Occupation: Survivor and patient are retired (use your real occupation).

G. Marital Status: Patient and survivor are both divorced.

H. General Appearance: Survivor is dressed appropriately for the respective sport.

#### Scenario

Faye/Frank Sumner was playing tennis (Faye) or golf (Frank) with you, the survivor friend, this morning around 10:00 AM when he/she collapsed on the court or slumped in the golf cart. He/she had mentioned that there had been some numbness in his/her left side this morning upon awakening. He/she had dismissed it as sleeping in an awkward position. When Faye/Frank collapsed, you were not able to get a response from him/her immediately, and you called 911 on your cell phone. Whether on the second hole or on the tennis courts, you were close enough to yell for assistance from others. You do not know very much about Frank or Faye's medical history, but you know he/she took medication for hypertension—you had discussed this in one of your self-help healthy-update sessions sponsored by your church fellowship. You did check to see if Faye or Frank was wearing a bracelet or a health alert necklace, and you did not see one.

You have accompanied the friend on the ambulance, as you felt responsible for seeing him/her to the hospital. The comments by the emergency medical technicians scared you, and you fear that Faye/Frank is in real danger.

When the resident enters the room, you are making a list of the things you need to do: 1) contact the friend's eldest child or ensure that someone from Carol Woods is doing this, 2) get both cars back from the recreational area (you drove separately this morning), and 3) initiate the prayer chain at the church.

You are in disbelief when informed that Faye/Frank has died. You ask some questions, but are finding it hard to believe that your good friend did not survive this experience. You were frightened, but you were sure that the hospital could save him/her. After all, he/she seemed to be in very good health, jut a little overweight.

You do not know whether Faye/Frank had significant preexisting health problems. You feel somewhat responsible, as you invited him/her to play golf/tennis. You had not played with him/her before, but he/she had expressed interest in playing, and your regular partner was on a trip so you invited Faye/Frank to join you for your weekly outing. Now you wish that you had not made the offer. You wonder what you will tell the family or even the other folks at Carol Woods. You do mention that you can call on the mutual friends for help.

#### Instructions for Survivor

A. **How the survivor responds to the physician’s initial inquiry.**

You are somewhat shaken by the events of the morning but are trying to consider what needs to be done, and you are expecting your friend to pull through. You have been making a list of things to do and are focused on this when the resident enters*. Your opening statement to the resident is:* “Is Faye/Frank improving?” You will be working on the list and have the paper and pencil in your hands.

B. **The survivor’s *demeanor* at the beginning and throughout the encounter (affect,**

**non-verbal behavior**).

You are calm but become a little emotional when told that Faye/Frank has died. You rise

and ask your opening question when the resident comes in, but sit immediately upon

hearing the bad news.

C. **The survivor’s *concerns regarding his/her understanding* of the situation.**

You are concerned that you do not know Faye's/ Frank's family (children or siblings) and wonder what role the hospital will play in making these contacts. You express the feeling that you and the church can assist the family, but you think someone else should speak to them first. You then state that the minister could make the initial call.

D. **How the survivor will *respond to different interviewing styles*.**

Your style of conversation is the same regardless of the resident’s actions or comments.

1. **Questions the survivor will *consistently ask* during the encounter.**

**“Is Faye/Frank improving?” Ask when resident enters the room.**

**“Was playing (golf/tennis) too much this morning?”**

**“Who will tell his/her children?”**

**“Is there someone here who can call Carol Woods for me?”**

F. **The *challenges* the survivor will present to the physician NA**

**Guide to the items that the resident should address:**

**Gathered the family**

The resident must elicit that the survivor is only a friend and no immediate family is available—the essential questions must be asked of the survivor present.

**Resources**

Determines that the patient has a minister and that the survivor thinks he should be contacted immediately. The survivor will ask if a chaplain can be available right now.

**Identify**

The resident must introduce himself/herself and identify the patient, Faye/Frank Sumner, and clarify the medical events up to this point.

**Educate**

Educate the survivor as to what has transpired in the ER and be definite about communicating the patient’s death.

**Verify**

Verify that Faye/Frank is dead—must use the words “dead” or “died.”

**Inquire**

Ask if there are any questions; answer all questions

**Nuts and Bolts**

Inquire about organ donation, funeral services, personal belongings; offer an opportunity to view the body.

**Give**

Give the survivor a professional card and offer to be available for further questions.