Supplemental Digital Content 4.  
Case-based Scenario and Questions for Small and Large Group Discussion

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| Case-Based Scenario |
| Kelly is in the second year of her nursing program. Her current clinical assignment is on the general Med/Surg unit. Kelly is excited to be caring for patients and looking forward to learning from her clinical preceptor, Nate. On her third clinical day, Kelly notices that one of the patients to whom she is assigned (Mrs. Wade) has developed a fever. Mrs. Wade has been admitted for abdominal pain of unknown origin. During her nursing assessment Kelly notes that Mrs. Wade is experiencing abdominal tenderness, pain in the upper right quadrant, and severe nausea. Kelly alerts Nate immediately – but, instead of helping her address Mrs. Wade’s condition, he starts drilling Kelly with questions and demanding that she provide a solution to the problems Mrs. Wade is experiencing. In an angry and condescending tone, Nate said, *“Look, you’re in your second year of the nursing program and I shouldn’t have to hold your hand. You’re wasting my time, and I’m tired of dealing with incompetent students. I suggest you figure it out. I’m busy.*” At that point, Nate turned and walked away to care for other patients. |
| Discussion Questions |
| Based on the above scenario, discussion questions might include: “How might Kelly be feeling?”  “How might Nate be feeling?”  “What factors might be motivating their respective actions?”  “How might their interactions affect patient care?”  “What nursing standards or policies might be violated by Nate’s behavior?”  “How might Kelly approach Nate by using ‘I’ statements, neutral observations, and other effective communication skills?”  “How do you think Nate might respond?” |