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**Assistant Chaplain’s Online Orientation**

**Module 5:**

**Discerning Patient Needs.**

**Module 5 Case Study 2: Harriet**

**Needs and Referrals for a patient in Hospital.**

Task:

* Read through the Case Study.
* Create a document.
* Cut and Paste questions below, inserting your responses.
* Save and email to [onlinetraining@ballaratchaplaincy.com.au](mailto:onlinetraining@ballaratchaplaincy.com.au)

You have been visiting almost weekly at the Base Hospital for nearly 12 months. Each time you visit, you start at the Pastoral Services office and connect with the Pastoral Services Coordinator. There seems to be nothing unusual on your list today, so you head up to the Wards to begin visiting.

Each time you arrive at a new Ward, you speak with someone at the desk to find out specific locations of patients on your list. When you get to Ward 3N, the Ward Clerk tells you about Harriet.

Harriet is in her 70’s. She came into hospital 2 days ago after collapsing in the garden. Harriet had commenced some gardening after her husband – Gareth - went to bowls. Her knee gave way and she collapsed. Unable to stand or even put pressure on her leg, she remained on the ground. Harriet did not have a mobile phone nearby. She occasionally called out, hoping the neighbours would hear, but to no avail. Her husband was not due home until after dark.

When Gareth arrived home at about 9pm, he discovered Harriet in the garden shivering and in pain. An ambulance was called and she was taken to the Base.

Harriet had knee replacement surgery yesterday and physically is expected to recover well. Gareth is with her, but she asks him to go get a cup of coffee for them both while you talk. It is clear to you as you talk with her that although physical issues will improve, she is quite shaken about her experience of being alone on the ground in her garden all day. She regularly has to hold back tears as she tells you her story.

Immediately, you are aware that while you can offer some immediate short-term support for Harriet, it is clear she will need some further assistance to work through this experience.

Questions:

1. After your conversation with Harriet has ended, who would you speak to and why?
2. In your opinion, you believe Harriet needs to be referred to someone. Who do you think she could be referred to and why?
3. What do you think are some of the issues Harriet and Gareth may need to work though?
4. In your conversation with Harriet, what topics might you explore with her?