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| Patient Initials: TM | Resident Chaplain: Wendy Perego |
| Clinical Locations: Ochsner Medical Center Shreveport La. |  |
| Race/ Ethnicity: African American |  |
| Religious Affiliation: Baptist |  |
| Gender: Male |  |
| Marital Status: single but in a committed relationship |  |
| Age: 25 |  |
| Language: English |  |
| Medical Issues: GSW |  |

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| Date of Visit: 2/22/24 | Unit: Trauma | Length of Visit: 30 | Verbatim: 4 |
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**Known Facts** TM was a victim of a gunshot wound to the shoulder. He and his girlfriend and his one year old child were in his home and a drive-by shooter shot through the window of the living room. He and his child were hit. The child died instantly with a gsw to the head. TM was hit in the shoulder area, lost a lot of blood, and was taken by ambulance to Ochsner-LSU Shreveport. TM had surgery and was in the trauma unit recovering. The first time I went, his mother and aunt were with him. He was asleep in the bed. They said he had not woken up and been told about his child yet, and they were very concerned. I told them I would be checking on him when he was more awake. They were appreciative.

**Clinical Observation** I entered the room and TM was sitting in his bed alone in his room and on his phone. His shoulder was bandaged, but he was sitting up and alert. I told him I am a chaplain at the hospital and asked if it was o.k. for me to come in. He welcomed me and seemed to be looking for someone to talk to. I sat in a chair across from him.

**The visit encounters.**

Verbal conversation (C: Chaplain, T.M.: Patient)

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| Initials |  |  |  |
| C1 | How are you doing T.M.? |  |  |
| TM1 | I’m doing alright |  |  |
| C2 | Are you in a lot of pain? |  |  |
| TM2 | No, not really. I’m just kinda mad. |  |  |
| C3 | What are you mad about? |  |  |
| TM3 | Well, I got shot. And I’m so mad at the man downstairs. |  |  |
| C4 | Why are you mad at him? Did he have something to do with this? |  |  |
| TM4 | He might. I don’t know. He is such a jerk. He makes people mad all the time. I was just moving in the day I got shot and we were moving a couch upstairs and he saw us getting it stuck. He didn’t offer to help. He just stood out there and watched us. We struggled and struggled turning it all kind of ways and we could never get it up the stairs. We finally gave up and brought it back out to the truck. He didn’t offer to help at all. |  |  |
| C5 | He doesn’t sound like a nice person. |  |  |
| TM5 | He’s not. I don’t know what his problem is. But, after he heard the gunshots, he came out and he wanted to know what happened. |  |  |
| C6 | That must have been terrifying. |  |  |
| TM6 | Yeah. I ran outside to see who it was. I didn’t even know I was shot. I was just running. I ran all the way down to the corner. Then, I started feeling my arm hurt and I looked I had blood all over me. |  |  |
| C7 | What did your girlfriend do? |  |  |
| TM7 | She brought the baby down stairs. I need you to talk to her. She is very upset. Can you come back and talk to her? I know she has been through a lot and she needs somebody to talk to. |  |  |
| C8 | I would be happy to talk to her. When will she be coming up here? |  |  |
| TM8 | She was here this morning and she had to leave, but she will be back. She had to go to the funeral home to make arrangements. |  |  |
| C9 | For your son? |  |  |
| TM9 | Yeah. She is upset. And I try to be nice to her, but I get angry, really angry and I know I shouldn’t treat her like that. She doesn’t deserve it. Of all people, she doesn’t deserve it. |  |  |
| C10 | Can you tell me more about your anger? |  |  |
| TM10 | I just get mad, you know. I have been telling these people I need to be out of here by Thursday and they said they don’t know. Look at this food they brought me. Who could eat that? I need to get out of here. |  |  |
| C11 | I am sure you are anxious to get home. I would be, too. |  |  |

**End of the Conversation**

1. **How has your theology informed your work in this verbatim and why? What were its limitations? Strengths?**

C**ompassion and Presence:** I tried to stay calm and allow my calmness to help him settle down. I really did care about him. Dealing with the mom as well was a little too much. I didn’t think I could help him with her there.

**Active Listening**:. After he started telling me what happened, he slowly spoke calmer and told me he was just so upset about this huge set back.

**Offering Continued Support**:

1. **What do you think is going on spiritually in this patient's life**

I think he is angry at God because he worked hard to clean himself up and has been doing a lot better and he feels like God doesn’t care about him. He cried when I told him that God does see him and cares for him deeply.

1. **Identify and discuss who you identify with in this encounter, is this a familiar experience (abandonment? Loneliness, etc.? Does anyone remind you of someone? What feelings surface during the encounter?**

Reminded of volatile moments with my son – and that made me feel powerless. I could understand his mom’s anxiety, and saying things she shouldn’t. She was so over whelmed. Although I did have counter transference in this, I did feel like I was more able to be calming and helpful in this situation since it was not my son.

1. **What was your assessment of the people involved and what do you base that assessment on? Has your assessment changed since the encounter occurred?**

I was concerned about his emotional lability, and still am. However, in subsequent encounters, he did have a more calm demeaner and we had meaningful conversations about wrapping his mind around what has happened and thinking positively and moving forward.

**6. What relational dynamics were present during the encounter? What did you do with your observations of these dynamics? How does your presence impact the dynamics at play?**

Mom and son had been together through many ups and downs in life and this tragedy was very upsetting for both of them. She stayed with him every moment she could and I think he needed some space and someone else to talk to. She was too emotional to help him.

**Offering Support and Comfort**:

**7. how did you initiate the encounter?**

General rounding. I had seen that he had a bad accident and started going to visit him a week before this. He was slowly getting better and talking about rehab. On this day, I popped in expecting to have a 10 minute visit to check in.

**8. In what ways did you connect with the person and in what ways did you differ? Take into consideration elements such as age/ethnicity/gender/economic lifestyle/sexual orientation/race.**

He is children’s age. I connected with the age group because I am involved in their lives. We both went to Baptist church and there was not any big differences in lifestyle, race, etc/

**Spiritual Care Reflection.**

1. **Discuss how you addressed your learning goals in this encounter.**

I took initiative in rounding and I’m feeling more confident. I am also feeling more comfortable learning names, taking notes, and praying with the patients.

1. **What was different about your functioning in this encounter? Why?**

This patient was very agitated and I wanted to walk out. I had to do a quick check of myself, take a breath, and not respond to his agitation with fleeing, but setting a calmer tone in the room.

1. **Based on your reflection on this encounter, what goals do you have for future encounters that will address any weaknesses and or strengths you have identified**?

I want to learn better methods for handling high intensity patients so that I don’t dread going to see them.

1. **Share any image, song, metaphor or symbol to describe this encounter.**

Ice cream – an escape and a comfort!

1. **were there any physical sensations that you became aware of while in the room (an ache, pain, gut response to something? If so, when did it occur?**

I felt the stress in my forehead when he was super rude when I walked in.

**d. when you reflect on this care receiver what emotion and or physical sensations do you experience?**

I didn’t like it. It made me feel uncomfortable. I don’t like confrontation like that .

**What questions particular to this encounter do you have for your learning process?**

I want to learn from my peers how they handle patients that are so angry.