

Client who displays racist or discriminatory behavior

- I. Create a sample scenario based on your assigned topic. Describe potential client behaviors consistent with the concern listed.
 - a. Mrs. Jones a 75 year old white female who came to the clinic for swelling to her legs and a cough with history of CHF. Mrs. Jones normally sees Dr. Youngblood, but she is out on family leave. The nurse practitioner Gloria Hernandez will be seeing Mrs. Jones today. When Gloria entered the room, she identified herself and immediately Mrs. Jones asked where her doctor was and why Gloria was in the room. Gloria explained that her regular doctor is out for family leave and that she would be seeing her today for her complaints. Mrs. Jones then became loud stating “no you’re not, is there not a doctor from the United States in this office.” Mrs. Jones went on to say, “I’m tired of you Mexicans swimming across the border and taking all the good jobs, get me an American doctor that knows what they are doing.” Gloria was so upset that she left the room immediately. The supervising nurse entered the room and politely asked Mrs. Jones what her concerns were. Mrs. Jones stated, “I have been coming to this clinic for years without any issues but now that I know you are letting wetbacks take care of people, I may need to find another doctor.
- II. Describe the client’s challenging behaviors related to the topic assigned
 - a. Racial bias can be described as the unfavorable appraisal of group and its supporters compared to another. Implicit bias is subconscious and Explicit bias is more direct and vocal (Abou-Arab, & Mendonca. 2021). Mrs. Jones comments were an example of explicit bias as she was vocal and conscious of what she was saying.
- III. Examine the potential impact of the client’s behavior on the client-provider relationship.
 - a. Racism is two fold as it jeopardizes patients' and providers wellbeing in the healthcare arena. It impedes efforts to address patient and family healthcare issues which can

produce patient unhappiness and distrust in the care that the patient is being provided leading to poor patient outcomes. Racism towards providers will lead to clinician burnout, and increase stress related to job. This which turn

IV. Analyze techniques to enhance communication with the client and address the client's behavior.

- a. Healthcare staff should not tolerate racism of any kind. Unfortunately, the evidence indicates ethnic minority doctors and practice staff continue to experience racism in the workplace from patients they take care of, and this racism can have negative effects on clinicians (Ahlburg et al., 2021). Clinicians must respond when they experience racism from patients and support fellow workers impacted by this type of behavior.

V. Discuss an appropriate and professional approach to address the behavior and communicate with the client.

- a. The nurse practitioner was unable to examine the patient and was visibly upset by the patient's comment. The acuity of the patient's illness needs to be determined so a course of action can be made. Another member of the team such as a supervisor should come and discuss the patient's behavior with her. Racism in the workplace of health care professionals should be addressed immediately ensuring that the patient understands this behavior will not be tolerated and can lead to termination of her care at this office. This situation provided conflict about the course of action due to duty to patients to provide, the responsibility as a clinician to the clinic, and the obligation to take care of oneself (Bickley et al., 2021). After consultation with the providers in the clinic it was determined that Mrs. Jones would be seen today by another provider due to her acute swelling.

VI. Create sample documentation for the encounter.

- a. I would ensure that the encounter was straight forward, clear, and precise and that all aspects of the encounter were documented. I would document that Mrs. Jones is a patient of Dr. Youngbloods who presented to the clinic for swelling to her legs and a