**Case Title: “I don’t know what to say”**

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**Anticipated Time Needed for Completion:** 10 minutes

**Brief Description/Summary of the Case:**

Pat Mackinaw has supported their spouse (Sam) of 30 years through a very difficult and painful end-of-life journey.  Yesterday, Sam died.  Pat is now at a complete loss and is focused on simply tidying things up around the house.  In the process, they found a large bag of unused medications.  Knowing how expensive and precious these medications are, and wanting some good to come from Sam’s death, Pat has come to the community pharmacy with this bag of unused medications hoping they can be given to someone else in need, who could now benefit from having them.

**Scenario**

*Type of Encounter:* First meeting between pharmacist and patient

*Location/Setting of Encounter:* Community Pharmacy

*Opening Statement from Standardized Patient:* “I was just cleaning up around the house and found this bag of medications.  I know how expensive they are and how precious they are – we can’t use them anymore and I just want to make sure someone who needs them and can use them can have them.”

**Who is approaching the professional? What is their relationship to the patient?**

*Name:*Pat Mackinaw

*Age:* Middle aged

*Gender:* Not relevant

*Marital/Family Status:* Married, no children

*Height/Weight if relevant (explain why):* Not relevant

*Education:* College-educated

*Language:* Fluent English speaker

*Appearance/Dress:* Slightly disheveled, clean, not prioritizing appearance at this time

*Other family members:* Spouse of 30 years (Sam) has just died yesterday after a 4-year battle with metastatic bladder cancer

*Other relevant details:* Pat and Sam had a strong relationship; Pat is feeling lost, overwhelmed, and anxious without Sam but needs to do something – anything – in order to manage emotions

**Patient History**

*Chief Concern in patient’s words:* I have a bag of very expensive, very precious medicines that can no longer be used because my beloved has passed away.  Knowing that someone else who needs them and could benefit from them might get them will in a small way make me feel better and I want the pharmacist to help me make this happen, in memory of Sam.

*Current Medical/Health Problems:*Is likely suffering from undiagnosed reactive depression secondary to death of long-time spouse; not in denial about death, but starting to experience gravity and finality of the situation in a way that is overwhelming, despite having anticipated it for many years

*Relevant Past Medical/Health History:* Unremarkable

*Medication List:*None

*Laboratory Results/Findings:*None

*Physical Assessment Results/Findings:*None

*Other relevant findings:* Pat has no significant health-related issues but is experiencing significant mental and emotional distress and caregiver burnout due to bereavement

*What information will patient give about these health issues?* None

*Relevant Social History:*Moderate social drinker – not at risk of substance misuse

*Relevant Family History:*Unremarkable

**Allergies**

*True Allergies* (provide history and description and how patient experienced it): None

*Intolerances* (provide history and description and how patient experienced it): None

**Patient’s Affect**

*Attitude/Agenda:* Flat, depressed affect; grieving but not in a florid or obvious manner.  Very focused on doing something “good” with the bag of medicines and wants pharmacist’s help

Very calm, not particularly emotional or teary – combination of exhausted and numb and just wanting to be staying in motion and doing something rather than ruminating

*Mannerisms/Non-verbal Behaviours:* Gazing downwards on occasion as memories of Sam intrude on conversation

*Physical Symptoms:* Unremarkable

*Psychological Symptoms:* Reactive depression building

*Any defining statements?* “It’s really important that something good comes out of all of this, and that someone else gets to use and benefit from Sam’s medications. I know how expensive and precious they are”

*Any specific questions the patient should ask?* No

*Any specific prompts the patient must deliver?*  No

**Props that are needed for use by the patient OR learner in this case**

Paper or plastic bag (sealed) filled with medications.

**Additional information to help explain the case to the SP**

Legally, the pharmacist cannot take medications back from a patient for the purpose of dispensing them to another patient.  The pharmacist can take medications back from a patient for safe disposal only.

**Stem to be provided to learner prior to meeting SP (including profiles)**

You are working in a community pharmacy and about to meet a patient for the first time.  Provide care as you normally would in practice.

**GLOBAL ASSESSMENT**

**Verbal Expression**

* Communicates in a manner that interferes and/or prevents understanding by audience
* Exhibits sufficient control of expression to be understood by an active listener.
* Exhibits command of expression (fluency, grammar, vocabulary, tone, volume and modulation of voice, rate of speech and pronunciation)

**Non-verbal Expression**

* Fails to engage, or frustrates and antagonizes the patient
* Exhibits enough control of nonverbal expression to engage a patient willing to overlook deficiencies such as passivity or self-consciousness
* Exhibits finesse and command of nonverbal expression (eye contact, gesture, posture, use of silence)

**Response to patient’s feelings and needs**

* Does not respond to obvious patient cues
* Responds to patient’s cues but in a formulaic or ineffective manner.
* Responds perceptively, genuinely, and appropriately.

**Degree of focus, logic and coherence**

* No recognition of the problem and no plan or approach
* Appropriate response to the context, but organizational approach is formulaic and minimally flexible
* Superior judgment and organization, demonstrating both focus and flexibility with respect to the context

**Overall Presentation**

* Responds inappropriately and ineffectively to the task.
* Responds with some logic and comprehension, but not applied consistently.
* Responds precisely, logically and perceptively to the task, integrating all components