

Mutual Support Exercise Sheet

INSTRUCTIONS:

With guidance from your TeamSTEPPS instructor, perform the following script as a demonstration of the concept of Mutual Support.

Two nursing assistants are at the desk during a brief lull in a busy shift. They notice another nursing assistant racing busily between resident rooms and the supply area, glancing over at them as she passes.

NA #1: "Let's see whether Maureen can use some help."

NA #2: "My resident will be back from rehab in just a few minutes, and I hate to get tied up. Besides, Maureen doesn't usually accept help from anyone."

NA #1: "Come with me. I'll show you how it's done."

(NA #1 approaches NA #3.)

NA #1: "Maureen, I can see you're busy. I have about 5 minutes before my resident gets back from rehab. I can take Mr. Rappaport and Mrs. Papa to the morning coffee and news program for you if that helps."

NA #3: "Thanks that would be great. They love to go and the program is starting shortly. Now I can help Mrs. Cortes finish getting ready for her doctor's appointment."

(NA #3 exits.)

NA #1: "The key to offering assistance is being clear about how much time you have and what tasks you're able to pick up."