

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