

Justine Chitsena's story

1. What are the grandmother's beliefs about the illness itself and the surgery?
 - How do they differ from the medical perspective?
 - What is Boupheet Chitsena's perspective, and how is it different than both of the others?
 2. How would you explore Boupheet Chitsena's (or her mother's) beliefs and perspectives about the ASD and operation?
 - What questions would you ask?
 - How would you have known that it was her mother's beliefs that were responsible for the initial refusal of surgery?
 3. How does the decision-making happen in this family (vs. most American families)?
 - What is Justine's grandmother's role? What is her mother's role?
 - How would you explore this issue and deal with it in a clinical encounter like this?
 4. Why is it important to know about use of complementary/ alternative medicine in general, and in this case specifically? How do you approach patients about them?
 5. What was your impression of negotiation that took place between the family and the medical staff?
 - What did you think was appropriate/effective in the staff's approach? What would you have done differently?
 6. What did you think about the communication that happened in the conversation above and throughout this video?
 - How could the cardiologist's explanation have been simplified so that Boupheet Chitsena could have understood it better?
 - What is informed consent?
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