Welcome to The Neighborhood, an online virtual community that supports learning throughout the nursing program. This Student Navigation Guide introduces you to The Neighborhood and helps you incorporate this new way of learning into your classes.

**ACCESS AND REGISTRATION**

**Login Information:**

1. **User ID and Password:**
   i. **For schools that have purchased The Neighborhood for students institutionally:** You will receive an email with login instructions and your own User ID and password. Please look for this email. You will need to keep the User ID and password for the entire term.
   ii. **For schools where students are purchasing access codes:** You will receive a similar email as above, but when you login, you will be prompted to enter an access code. This is the access code that you purchased in the bookstore.

2. **Instructions:** These login instructions are a part of the email that you will receive with your username and passcode:
   i. Go to [www.pearsonneighborhood.com](http://www.pearsonneighborhood.com)
   ii. Select Login
   iii. Select Student Login
   iv. Enter in the Neighborhood User ID and password provided to you. Keep this information in a safe place as you will need it each time you login.
   v. Upon login, you will see your personal Neighborhood homepage. Under the course list, click on the option that matches your term (ie fall, spring).
   vi. For students that are required to purchase access codes in the bookstore, you will be prompted to enter in their code. This code will only be needed one time.

3. When you log back in to The Neighborhood, under **Returning Users**, use the provided login name and password to log into The Neighborhood Web site: [www.pearsonneighborhood.com](http://www.pearsonneighborhood.com).

4. After you log in to The Neighborhood, you will be taken to the student home page. From there, you can access the stories by clicking on the season assigned to you (Seasons 1–4), as well as Customer Technical Support, and Frequently Asked Questions.

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GETTING STARTED: TECHNICAL INFORMATION AND ACCESS

System Requirements

For detailed and up-to-date system requirements, please visit The Neighborhood home page http://www.pearsonneighborhood.com. Click the “Support” link at the top of the page, then select “System Requirements.”

Access and Registration

The Neighborhood resides on a server managed by Pearson/Prentice Hall. Nursing programs purchase an institutional license, and faculty and students at participating schools are given individualized access codes. Users access The Neighborhood with these personal access codes. This user authorization system prevents access by non-approved users. Here’s how you access The Neighborhood:

2. Under First Time Students, click on the “I have an access code” link.
3. A form will be displayed. Provide the requested information on the form, and then read and accept the License Agreement and Privacy Policy. Click “Submit” when you have entered all the necessary information.
4. An access information page will be displayed. Provide the requested information to register your login ID and password.
5. Under Returning Users, use the provided login name and password to log into The Neighborhood Web site: www.pearsonneighborhood.com.
6. After you log in to The Neighborhood, you will be taken to the student home page. From there, you can access the stories by clicking on the season assigned to you (Seasons 1–4), as well as the Customer Technical Support and Frequently Asked Questions.

INTRODUCTION TO THE NEIGHBORHOOD

The Neighborhood is a virtual community that is specifically designed to enhance student learning in nursing education programs. This Web-based community features 11 households and several community agencies. There are 40 featured characters who live in households and work at community agencies in The Neighborhood.

Household characters represent individuals from various cultural groups across the age, health–illness, and socioeconomic spectrums. Health-related issues representing acute and chronic biophysical and psychosocial problems are correlated to the incidence and prevalence in population groups and depicted through these household characters.

Health care is represented in The Neighborhood across multiple environments, including the home, community agencies, outpatient offices, clinics, a hospital, and schools. Nurse characters are featured within the community agencies and depict personal and professional nursing issues in several roles, including hospital nurse, nurse manager, advanced practice nurse, school nurse, and community agency nurse.

The Neighborhood is presented in the context of a story; character stories evolve weekly over three academic terms and are supplemented with biographical information, photos, video clips, medical records, and related newspaper articles. Students see the stories as they unfold based on their access level. Specifically, students with Season 1 access only see Season 1 stories up to the current week of the term; students with
Introduction to The Neighborhood

Season 2 access can review all of the Season 1 stories and only Season 2 stories up to the current week of the term; and students with Season 3 access can view all Season 1 and Season 2 stories, and only Season 3 stories up to the current week of the term. Students with Season 4 access can see all the stories all the time.

How Will I Learn from The Neighborhood?

Virtual communities represent an emerging technologic application for nursing education. Although many computer-based learning programs exist, there are no direct comparisons to The Neighborhood. The Neighborhood is significantly different in focus, depth, scope, function, and application, with strong links to three well-founded teaching strategies: storytelling, case-based learning, and interpretive pedagogy.

Storytelling focuses on the ongoing experiences of the characters, allowing students to gain an appreciation for the personal issues individuals face; such issues are often not clearly captured by journal articles and textbooks. The Neighborhood stories quickly grab and hold the interest of users in a way that is similar to a good novel or television series. There are many known benefits of storytelling, including role modeling and enhancement of cultural sensitivity, empathy, ethical insight, self-esteem, critical thinking, and communication.

Case study involves the analysis of a clinical situation or incident. This widely used teaching strategy includes the presentation of a patient with specific questions or problems for learners to analyze and address. Benefits of case-based learning include the acquisition of skills in critical thinking, clinical reasoning, organization and interpretation of information, and enhancement of student confidence. Although The Neighborhood is a type of case-based learning, the application over three academic terms, the interrelationship among the characters and community, and the fact that cases are told from the perspective of the characters represent significant differences from the traditional case-based approach.

Interpretative pedagogy is a process of drawing meaning from situations or experiences through reflection. The character stories provide a virtual experience that allows students to analyze circumstances in the context of realistic situations. These opportunities are extended to all students, as opposed to a select few students who might encounter such experiences in a clinical setting.

Featured Characters

There are 40 characters who live and work in The Neighborhood. Featured characters include several elements within the Web site: biography and stories, photos and video vignettes, medical records, and content links.

Biography and Stories

Each featured character is introduced by a brief biography, followed by weekly stories that evolve over three academic terms (or 45 weeks). It is important to note that The Neighborhood does not correlate to real time; that is, the time frame between story updates might represent one or more weeks. In most cases, the weekly stories are limited to one paragraph; however, when a major event occurs, the weekly story is longer.

Photos and Video Vignettes

Photos and video vignettes are included throughout the Web site to further enhance the stories. There are 640 photos and 115 videos associated with the stories. The photos are embedded within the stories, and videos are accessed by clicking on links within the stories. Most video clips are one to two minutes long. To play the video,
Navigating The Neighborhood

click on the VIDEO link, choose the bandwidth (based on your Internet access capabilities), and then click on the icon to play. Make sure your computer speakers are turned on with sufficient volume to hear the audio portion of the video.

Medical Records
Many of the characters with health-related events that require health-care visits feature a portion of a medical record along with the story. A total of 15 medical records that detail inpatient or outpatient care are available; 4 of these medical records are updated over time to reflect follow-up visits (e.g., prenatal care, pediatric office visits, outpatient chemotherapy). An icon lets the student know when a medical record is embedded within the story; these records can be downloaded and printed, if desired.

Content Links
Within the stories, content links are included for information related to specific medical conditions, medications, and treatments. These links provide convenient and reliable information about what you are reading and will facilitate learning.

Supporting Characters
Several characters are considered “supporting” because their stories are not followed on a week-to-week basis. They are, however, important characters who appear frequently and play roles in the stories of several featured characters. Examples include Dr. Gordon, a physician in the emergency department; Dr. Rowe, a family practice physician; Dr. Jacobe, a psychiatrist; and Carolyn Marquette, a pediatric nurse practitioner.

Newspaper
A community newspaper features announcements and portions of health-related articles that correlate with events within The Neighborhood character stories. Like the character stories, the newspaper is updated on weekly basis. Common newspaper features include community events, health promotion topics, health concerns of older adults, issues involving substance abuse and domestic violence, and issues within the schools. The newspaper is enhanced with 55 photos.

Community Facts
Like most real communities, The Neighborhood has a community home page. Following the Community Facts link, users will find a message from Neighborhood Mayor Nathan Brice, along with links for population demographics, weather data, income data (employment and average wages, unemployment and poverty rates, and cost of living), and health-care information (inpatient and outpatient services and health-care organizations).

NAVIGATING THE NEIGHBORHOOD

Seasons
From the home page, users can navigate between seasons (Season 1, 2, and 3) by clicking on the season drop-down list links located on the upper left of the screen. The ability to access different seasons is dependent on the level of access assigned to the student.
Characters
The household and nurse characters are accessed by clicking on the HOUSEHOLDS and HEALTH CARE SETTINGS buttons. All characters who live in a household or work in a community health-care facility can be found using these links. Within the households or nurse characters, users can navigate between weeks using the drop-down menu at the top left of the screen. To go back to the home page, click on the home button located at the bottom of the row of buttons on the left of the screen.

Some of the character stories include video clips in a given week. To play the video, click on the VIDEO link, choose the bandwidth (based on your Internet access capabilities), and then click on the icon to play. Make sure your computer speakers are turned on with sufficient volume to hear the audio portion of the video.

Newspaper
The Neighborhood newspaper is accessed from the home page on the Neighborhood Information button located on the left side of the home page. As with the character stories, users can navigate among weeks to which they have access by using the drop-down menu at the top left of the page. To go back to the home page, click on the Home button at the bottom left of the page.

TIPS FOR ENHANCED LEARNING
The stories in The Neighborhood represent many of the common health-related problems, social issues, and nursing practice issues that affect health care today; as such, they apply to most nursing courses. Your nursing instructor will determine how to use the stories in each course. There are no embedded quizzes, questions, or specific learning activities within The Neighborhood; rather it serves as a platform for understanding the problems individuals commonly experience related to their health care. The Neighborhood is not designed to replace classroom, online, or clinical instruction, but it will deepen your understanding of nursing topics by the strong links between clinical experiences and class content. The following tips are offered to enhance your learning potential as you use The Neighborhood:

• **Tip #1:** Become familiar with the characters as early in the semester as possible. Character introductions in this navigation guide will get you off to a good start.
• **Tip #2:** Read the stories regularly so that you can easily participate in learning activities featuring a Neighborhood character. Reading will also help you recognize links to the content in your class.
• **Tip #3:** Think broadly about the stories and your class content. Although specific content covered in class might not be represented in a Neighborhood story, conceptual links between content and stories can almost always be made. For example, you might have a class on rheumatoid arthritis (RA), but you will not find a character who has RA in The Neighborhood. However, one of the characters has lupus; both RA and lupus are autoimmune disorders, and they share many common clinical features. Making these connections will strengthen and deepen your understanding of the underlying concepts involved.
Visual Map of Neighborhood Characters

- **Tip #4:** Click on the content links and read more about the medications, conditions, and treatments. If you do this consistently, you will gain a deeper understanding of the information, which will further enhance your understanding of the story.
- **Tip #5:** Take advantage of all the embedded materials within the stories. The video clips and medical records provide multiple opportunities for learning. Review these in addition to reading the stories, as you can learn a great deal from these story supplements.
- **Tip #6:** Compare the patients you care for in clinical settings with The Neighborhood characters. Consider what you know about your patients based on the virtual experiences. Reflecting on similarities and differences in condition onset, clinical manifestations, treatments, and individual and family responses leads to an enhanced understanding of the conditions.
- **Tip #7:** Use The Neighborhood to enhance your learning outside of class as well. Take the initiative to learn independently about health care conditions featured by Neighborhood characters that may not be specifically addressed in your nursing classes. Most of the featured conditions and medications are very common and are likely to be seen on the nursing licensure examination after you graduate.

**VISUAL MAP OF NEIGHBORHOOD CHARACTERS**

One of the unique characteristics of The Neighborhood is the interrelationships of characters. Not only are character stories within families interrelated, but the stories connect with those of other characters outside the family setting. This interrelatedness

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**Season 1**

- **SENIOR CENTER**
  - Karen Williams, RN
  - **MARTINS**
    - Mary
    - Gil
    - Helen
    - Anthony
    - Kristina
    - Tracie
  - **REYES**
    - Angelo
    - Rachel
  - **JAMES**
    - Norma
  - **RILEY & HOLMES**
    - Jessica
    - Casey
    - Ryan
- **HOSPITAL**
  - Kate Swanson, RN
  - Bobby Schofield, RN
  - Pat Richmond, RN
  - **JAMES**
    - Danillo
    - Lydia
  - **OCAMPO**
    - Norma
  - **JOHNSON**
    - Yvonne
    - Randall
  - **YOUNG**
    - Steve
    - Angie
    - Kelsey
    - Marcus
  - **ROSS & JARAMILLO**
    - Greg Ross
    - Ben Jaramillo
- **OUTPATIENT CLINIC**
  - Carol Ramsey, RN (Midwife)
- **SCHOOL SYSTEM**
  - Violet Brinkworth, RN (school nurse)

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becomes more complex in each of the seasons as the stories unfold, and it is an essential feature in creating the feel of a community. The diagrams shown here depict the various featured household and community characters in each of the three episodes. Arrows link character relationships outside the home setting.
Introduction to Household Characters

INTRODUCTION TO HOUSEHOLD CHARACTERS

In Episode 1 of The Neighborhood, there are 30 characters living in 11 households. The following pages provide an introduction to the characters as a starting point for Episode 1 stories. Because the stories evolve over time, there will be changes in several of the households and characters. Lines are provided below each character introduction for note taking.

Allen Household

Clifford Allen
Clifford is a 64-year-old male who has been married to his wife Pam for 40 years. Their only child, 24-year-old Gary, has Down syndrome and lives with them. Clifford is a middle manager for a small manufacturing company, where he has worked for the past 20 years.

Overall, Clifford is in good health, although he has recently been undergoing conservative treatment for benign prostatic hypertrophy. He has a history of depression, and his brother committed suicide as a teenager. Clifford had a brief episode during college, for which he did not seek treatment. He had another episode shortly after Gary was born. At that time, with encouragement from his wife, Clifford sought treatment, which consisted of counseling and antidepressant agents. He quit taking the medications after about 6 months and decided he would just learn to deal with depression on his own. Although he has had mild episodes of depression over the years since that time, Clifford has been unwilling to seek treatment because he fears the social stigma associated with being labeled as medically depressed. He is also concerned that his employer will find out about it through his use of the medical benefits. It is Clifford’s opinion that his employer would perceive depression as a sign of weakness. Overall, he has done well without the medications.

Clifford has been thinking about retiring within the next few years. He and his wife have always planned to do some traveling, but mostly he looks forward to being able to escape the busy and stressful work environment. Clifford and Gary are involved with activities at their church; they also enjoy a walk each evening after supper. Clifford belongs to a bowling league and is at the bowling alley a few evenings each week.

Clifford Allen Notes:

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Pamela Allen
Pamela is a 65-year-old female who has been married to Clifford for 40 years. Their only child, 24-year-old Gary, has Down syndrome and lives with them. In the past, Pamela worked as an administrative assistant in a law firm. After Gary was born, Pam gave up her career to care for Gary.

Pam describes her health as excellent. She has no current medical conditions or problems for which she seeks treatment. She frequently experiences constipation, which she treats with over-the-counter agents. She considers the constipation more of an annoyance than anything else. The only medical condition she has ever had requiring treatment was endometrial cancer at age 50. The cancer was diagnosed at a very early stage, and she underwent a total hysterectomy and bilateral salpingo-oophorectomy. Because there was no evidence of lymph node involvement, Pam was considered cured and has been cancer-free ever since. Her last examination was 14 months ago.

Pam is very close and devoted to her son Gary. Her goal is to optimize his potential, despite his limitations. She provides almost everything he needs, including transportation to and from his part-time job and to various activities. Her favorite hobby is quilting, and she belongs to a quilting group. Pamela regularly wins awards for her quilts, which are highly sought after; she sells a few each year for additional income.

Pamela Allen Notes:

Gary Allen
Gary is a 24-year-old male with Down syndrome. He lives with his parents, Clifford and Pamela. He is very close to his parents and has not been interested in living elsewhere. Gary has a part-time job as a courtesy clerk at a grocery store near
Introduction to Household Characters

FAST FACTS
Gary Allen
FAVORITE FOOD: chicken soup
CLOSEST TO: Pam (his mother)
HOBBY: Special Olympics
LEAST FAVORITE THING: dogs
MOST CONCERNED ABOUT: getting to his activities on time

Gary has had only a few health-related problems during his life, including hypothyroidism since infancy and, more recently, keratoconus in both eyes, which affects his vision. Gary is unable to drive and relies on his parents for transportation. When they are unavailable to provide transportation, Gary rides the bus.

Gary helps his parents with many things around the house. He has learned to do laundry and help with the dishes and cleaning. Gary is able to make his own breakfast and lunch now (e.g., heat soup in a pan, make a sandwich, heat something in a microwave), but he is unable to interpret cooking directions or recipes. Gary does best when in controlled settings or in a routine setting with which he is familiar.

Gary enjoys a very active life. He is involved in various Special Olympics programs, including golf, swimming, and bowling; an Explorer Scout troop comprised of individuals with cognitive disabilities; and his church. Gary also rides his bike a couple miles three times a week, and he enjoys daily walks with his father. These various activities have afforded him multiple social connections and allowed him to enjoy friendships with several individuals.
Jimmy Bley

Jimmy is a 78-year-old Native American male with moderate emphysema and hearing loss. He is a retired veteran who served as an electronics technician in the Army for his entire career. In his retirement, Jimmy has taken an interest in computers. He spends most of his time surfing the Internet or playing games on the computer; he also likes to build computers. Jimmy has been married for 56 years to his wife Cecelia. They argue a lot, but they would not know what to do without one another just the same. They have several grown children, grandchildren, and great-grandchildren who live within the community. Jimmy often goes with his wife to the Neighborhood Senior Center for bingo night.

Jimmy considers himself healthy. He describes his hearing loss as mild. He has a hearing aid but does not like to wear it; thus, he does not make changing the batteries a priority. He does not perceive his hearing loss to be much of a problem. Likewise, Jimmy describes his emphysema as “not that bad.” However, he becomes short of breath with most activities; thus, it takes time for him to complete tasks. He compensates by taking his time to do most things. Over time, he learned that he must pace himself; if he does not, he becomes exhausted, and it takes several days to recover. Jimmy is very aware of his limits; yet at the same time, he does not generally consider his illness to be very bad. Although he would not admit it, he recognizes that his breathing has become more of a problem during the past few years. He continues to smoke and knows he should quit, but he just can’t seem to get interested in quitting because he enjoys it.

Jimmy Bley Notes:
Introduction to Household Characters

Cecelia Bley

Cecelia is a very healthy, mentally sharp 75-year-old Native American female. She has been married to Jimmy for 56 years and has been a homemaker all her life. She raised a large family of eight children. All of their children are grown with families of their own and live in the area; they remain very close. Cecelia and Jimmy argue and bicker a lot, primarily because Jimmy can’t hear well. The hearing loss frustrates Cecelia to no end when she is trying to talk with Jimmy. At the same time, Jimmy and Cecelia would not know what to do without each other.

Cecelia’s only health-related problem is joint pain, which she describes as an annoyance. The joint pain has become increasingly more noticeable over the past few years, but she has never had a medical evaluation for this. She wakes up very stiff and sore in the morning but usually feels better when the day gets going. Cecelia does most of the general housekeeping, grocery shopping, and cooking. Her primary hobby is making jewelry. She is very skilled at this and, when she was younger, she used to regularly sell her jewelry at shows and to shops specializing in Native American arts. Now that she has gotten older, she only does this on occasion. She gives most of the jewelry she now makes to her daughters to sell for her. Although she likes to spend time in the garden, she limits this activity now because her knees hurt too much. She also enjoys reading and watching television. She is very fond of their two dogs and is an active member of her church.

Cecelia Bley Notes:
Norma James

Norma James is a 65-year-old widow who lives alone. Although she has lived in the Neighborhood for years, she is somewhat socially isolated. She has two adult sons with whom she has limited contact; they live out of the state and rarely call. There are only a few individuals Mrs. James considers friends; she does not particularly like many people and prefers the company of her six cats. She has a long history of type 2 diabetes mellitus and hypertension. In recent years, she was diagnosed with atrial fibrillation. She has multiple physicians and takes multiple medications, including Glucotrol, captopril, digoxin, and Coumadin. She has a known drug allergy to penicillin.

Mrs. James does not work; she has very limited savings and relies on Social Security benefits for income. She smokes about one-half pack of cigarettes per day and has been a smoker since she was in her twenties. She drinks alcohol “a couple times a year—usually a glass of wine at a special dinner.” Mrs. James does not drive and relies on her friends, neighbors, or the city bus for transportation. She lives near a grocery store and prides herself on being able to get most things she needs without any assistance. She spends most of her time alone at home and occupies herself by watching television, reading, and doing crossword and jigsaw puzzles.

Norma James Notes:
Yvonne Johnson

Yvonne Johnson is a 35-year-old African American female. She is a single parent to her 15-year-old son, Randall. Yvonne never married Randall's father and has always resented him because he left her for another woman when Randall was an infant. He lives in a nearby town and sees Randall several times a year. He sends Yvonne child support on a semi-regular basis. Yvonne has had relationships with men off and on but is not currently involved with anybody at this time.

Yvonne completed a bachelor’s degree in marketing 5 years ago but has been unable to break into the marketing field locally. Instead, she has been working full time as an administrative assistant for a large company. She is really not satisfied in her current job because she wants to be in the marketing field and, in her opinion, she is underemployed. The positive aspects of her current job are excellent health insurance and other benefits and the close proximity of work to her home. Although other opportunities are potentially available in other cities, she has lived in the Neighborhood most of her life and is not interested in leaving. Her parents and siblings live nearby, and she maintains a close relationship with them.

Over the past 4 years, Yvonne has noticed mild swelling in her hands and feet every morning. The symptoms began subtly not long after graduating from college and getting a job. She has always attributed the symptoms to her sedentary lifestyle and being somewhat overweight. More recently, she has been experiencing pain along with the swelling in her hands and feet.

Yvonne Johnson Notes:
Randall Johnson
Randall is a healthy, athletic 15-year-old African-American male. He lives with his mother Yvonne in a small but comfortable home. Randall is very close to his mother but does not like it when she dates men. His father and stepmother live in a nearby town; although he visits his father several times a year, he does not feel particularly close to him.

Randall is in his first year of high school. He is an excellent student, is very athletic, and has many friends. He plans on playing basketball and baseball for the high school team. He is looking forward to taking driver education and getting his driver’s license soon.

Randall Johnson Notes:
Introduction to Household Characters

**Gilbert Martin**

Gilbert Martin is a 52-year-old Hispanic male who is married to Helen. They have been married for 18 years. Gil has a son (Mark) from a previous marriage, a step-daughter Tracie (whom he has raised since she was 3 years old), and two teenage children with Helen (Anthony and Kristina). He considers his marriage excellent, although he knows Helen does not get along well with his mother and oldest son, Mark. Because Gil’s father recently passed away, he spends a lot of time helping his mother manage her home.

Gil works as a local delivery truck driver for a construction company. His job includes assisting with the loading and unloading of materials off the truck. He has been in this position for more than 20 years. Although he finds the pay to be competitive and has health insurance, he gets no paid vacation.

Gil considers himself to be in good health, with one exception: He has chronic back pain, which frequently makes him miserable. He usually manages the pain with over-the-counter analgesics, but he has a prescription for oxycodone with acetaminophen (Percocet), which he takes when the pain becomes severe; however, he is unable to take the Percocet on days he works. Gil also has a medical diagnosis of hyperlipidemia, for which he takes atorvastatin (Lipitor) 20 mg/day. He sees his physician once a year for cholesterol, triglycerides, and liver function tests. Gil has also been encouraged to eat a low-fat diet.

**Gilbert Martin Notes:**

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Helen Martin
Helen Martin is a 48-year-old White female who is married to Gil. They have been married for 18 years. Helen has a daughter (Tracie) from a previous marriage, and she has two teenage children with Gil (Anthony and Kristina). She has been relatively happy in this marriage; her primary frustration with Gil is that he always wants to take care of everybody and has a hard time saying no. She thinks he is almost generous to a fault. Helen has never gotten along well with Gil’s adult son, Mark, or Gil’s mother, Mary. She also frequently feels frustrated with Gil because he always is complaining of back pain.

Helen works as a teller at a bank. Although she finds her job monotonous, she appreciates the steady income. Helen is overweight and has tried to lose weight most of her adult life. She frequently diets and, in fact, has lost a great deal of weight in the past, but just can’t seem to keep it off. She blames menopause for her most recent weight gain.

Helen Martin Notes:

Mary Martin
Mary Martin is a 75-year-old female who was recently widowed. She and her husband were married for 52 years when he died from cancer 6 months ago. She has a limited income because her husband’s pension terminated when he died. She receives $752 each month in Social Security benefits. Mary has not adjusted well to being alone. Her son, Gil, visits her frequently and helps her manage her home.

Mary does not see particularly well. Otherwise, she is in excellent health; the only health-related problems she is aware of are cataracts and glaucoma, for which she sees an ophthalmologist on a regular basis. The only

Mary Martin Notes:

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prescription drug that she uses is latanoprost ophthalmic solution (Xalatan) to manage her glaucoma (her dose is 1 drop in each eye once a day), and her only complaint about the eye drops is the cost. Although she has a car and driver’s license, she does not drive very often due to problems with night vision. She prefers to get friends and family members to take her where she needs to go.

Mary Martin Notes:

Anthony Martin
Anthony is the 17-year-old son of Helen and Gil Martin. He lives with his parents and two siblings, Tracie and Kristina. He gets along with his family but still feels somewhat isolated. His parents are not aware that he feels this way and perceive him to be a quiet, serious child. He tends not to interact with family members very much and prefers to isolate himself in his bedroom.

Anthony is in his senior year of high school. Although he is an excellent student (has a 3.9 grade point average), he does not participate in any school-related activities, with the exception of science fairs, and has only a few friends. He rarely socializes because he is more comfortable being alone. Many of the kids at the high school consider him weird, but he is never teased or bullied; for the most part, he just blends in with the other kids. His typical routine involves going to school, coming home, and then working part-time; three nights a week, Anthony bags groceries at the local grocery store. He gets along well with his coworkers; in fact, the cashiers (who are mostly middle-aged women) like it when he works because they perceive him to be very polite. Anthony is in excellent health and, with the exception of dental exams, has not needed health-related care since entering high school.

Anthony Martin Notes:
Kristina Martin Notes:

Tracie Ames
Tracie Ames is a 20-year-old college student. She is Helen Martin’s daughter and Gil’s stepdaughter. Tracie was 3 years old when her mother married Gil, so he essentially has raised her as his own daughter. Although Tracie has had a very positive ongoing relationship with her biological father, Rick, she has always lived with her mother and is very close to Helen.
Introduction to Household Characters

Tracie attends the local college and is working on a degree in English. She hopes to be either a high school or college English teacher when she completes her degree, with a long-range goal of being a writer. She is a very serious young woman and very goal driven; she has been on the Dean’s list every semester since beginning school. Tracie has earned scholarships, which help her with tuition, and she lives at home to save money. She would love to live on campus or in an apartment, but to do so would require that she get a full-time job, and she is concerned that this would affect her success in school.

Tracie has a part-time student employment position as a writer/editor. She has been in a monogamous relationship with her boyfriend, John, for 1 year. He attends the same college and lives in an apartment near campus. Tracie is in excellent health; she has no medical conditions requiring ongoing care. She watches her weight, exercises regularly, and does not smoke or use illicit drugs or alcohol. She goes for annual examinations each year; the only prescription medication she takes is an oral contraceptive. She does not use any over-the-counter medications on a regular basis.

Tracie Ames Notes:
Dr. Danilo Ocampo is a 74-year-old retired pathologist. He lives in his home with Lydia, his wife of 51 years. Their only child, a son, was killed at age 22 in an automobile accident. Danilo was born and raised in the Philippines and came to the United States when he was 23 years old. He is the last living member of his immediate family. He has a few nephews and a niece in the Philippines but no relatives live nearby.

Dr. Ocampo’s health has been declining for the past few years. He has a medical history that includes hypertension, myocardial infarction, angina, and class II heart failure. Because of these cardiovascular disorders, he takes multiple medications including metoprolol, lisinopril, Aldactone, furosemide off and on, potassium (K+) when taking furosemide, aspirin, isosorbide dinitrate, and nitroglycerin. He has a good understanding of the pharmaceutical properties of the medications. At times, he is not sure he gets good health care because of all the medications he takes. He often does not believe they are helpful because he experiences many side effects and has required multiple admissions to the hospital. He usually feels better after a few days in the hospital, but typically checks himself out of the hospital before his physicians are ready to discharge him.

Because Lydia has dementia, most of Danilo’s time and energy are spent managing their household and taking care of her. He has been resistant to outside help, believing he can care for her better than anyone else. He maintains a very consistent schedule, and they get along quite well. Although at one time in their lives they were very socially active, at this point, they rarely go out.

Danilo Ocampo Notes:
Lydia Ocampo
Lydia Ocampo is a 69-year-old female who has been married to Danilo for 51 years. Their only child, Emillo, was killed at age 22 in an automobile accident. His death devastated Lydia, but over time she adequately adjusted and coped with the loss. Lydia was born and raised in the Philippines and came to the United States with Danilo when she was 18. All of Lydia’s brothers and sisters have passed away, but she has a niece and a few nephews who still live in the Philippines. She and Danilo have no relatives nearby.

Lydia’s overall physical health is good, and her only known condition is Alzheimer’s disease. She has had dementia for several years. Her husband is her caregiver, and she benefits from the consistent routine that he provides. Lydia rarely socializes and spends most of her time at home. She is fully ambulatory and feeds, dresses, and toilets herself. She gets confused at times and is easily distracted.

Lydia Ocampo Notes:

- Favorite food: ice cream
- Closest to: Danilo (her husband)
- Hobby: watching television
- Least favorite thing: different places
- Most concerned about: Emillo
Angelo Reyes
Angelo Reyes is a 40-year-old Hispanic architect who has been married to Rachel for the past 3 years. Angelo considers himself healthy but has had diabetes mellitus type 1 since the age of 13. He is very compliant with diabetes management and considers it to be more of an annoyance than a real problem in his life. He attributes his successful disease management to a very structured lifestyle. Many people have suggested Angelo should consider an insulin pump. However, he finds his routine works for him, and he has very few problems managing the diabetes. The only ongoing problem Angelo has is diabetic retinopathy which has caused retinal hemorrhage in the past. His daily routine can be found in his biographical information.

Since getting married, Angelo’s wife has been very anxious to get pregnant and start a family. Rachel has extensively researched infertility on the Internet and, in Angelo’s opinion, has become obsessed with getting pregnant. Although Angelo would like to have a child, he has not been enthusiastic about infertility workups, partially because of the huge expense involved. However, after 3 years without a pregnancy, he agrees to begin the process because he knows how important it is to Rachel.

**Angelo Reyes Notes:**
Rachel Reyes
Rachel is a healthy, happily married 38-year-old woman. She and her husband, Angelo, have been married for 3 years. It is a first marriage for both, and they have been attempting to conceive a child ever since. Rachel and Angelo have both been heavily focused on their careers all of their adult lives. Rachel works as a realtor in a large real estate company. She is physically active, tries to eat a healthy diet, only drinks alcohol occasionally, and does not use any tobacco products.

Since getting married, Rachel has been very anxious to get pregnant and start a family. She stopped taking oral contraceptives (after taking them for the previous 18 years) shortly after getting married. After 1 year of failing to conceive, Rachel began searching the Internet for sites related to pregnancy and infertility. Rachel’s research also made her very aware of the huge expense associated with infertility workups and treatment, as well as the lack of insurance coverage for this expense. So, she and Angelo have been hopeful that she would get pregnant without intervention if they just give it enough time. She learned to monitor ovulation by measuring her body temperature and for the past year has been faithfully recording these patterns, along with dates of intercourse, in a spiral notebook kept next to her bed. She also read that men who wear brief underwear may have a reduction in fertility. Despite his initial protests, Rachel was able to get Angelo to begin wearing boxer-style underwear during this past year. Although she considers adoption a potential alternative, Angelo is against this idea, indicating that he is not interested in raising someone else’s child.

Being acutely aware that her biological clock is ticking, Rachel has become increasingly obsessed with having a child over the past few months and has convinced Angelo that they should consult infertility specialists to help them conceive. She makes an appointment with her women’s health physician for an initial infertility workup.

Rachel Reyes Notes:
Evelyn Riley

Evelyn is a 38-year-old single mother in good health. Her ex-husband left Evelyn and her children about 10 years ago. She has never remarried and is not currently involved in a romantic relationship. Although she receives a small amount of child support from her ex-husband on a regular basis, he has had very little contact with her or the children in the past 10 years; in fact, he has not seen his children for more than 8 years. Evelyn works out of her home as a medical transcriptionist. She supplements her income by working at a retail store at the mall in the evenings a few nights each week.

Evelyn has three children. Her oldest, Jessica Riley, is 17 and a new mother. Evelyn’s relationship with Jessica was good until Jessica became an adolescent. Since that time it has been very strained, especially after Jessica became pregnant. Jessica moved out of the house when she was 6 months pregnant to an apartment a short distance away. At this point, Evelyn tries to help her daughter by taking care of her baby, Ryan, when Jessica goes to school and sometimes in the evening. Evelyn’s other children, Jenna (14) and Jason (11), live in the home with her. Evelyn has been frustrated by the ongoing school and social problems that Jason has been experiencing. For the past year, she has been attempting to get an appropriate referral to help him, but feels she has been going in circles within the system.

Jenna Riley

Jenna is a healthy but overweight 14-year-old girl who lives with her mother, Evelyn, and brother, Jason. Her older sister, Jessica, lives a short distance away in her own apartment with her infant son, Ryan. Jenna misses having her older
sister around and looks up to Jessica. Jenna has had minimal contact with her father and does not really even know him.

Because her mother works a few evenings each week, Jenna is responsible for her younger brother, Jason. She gets along okay with her brother but thinks he is such a weirdo. She is a good student in the eighth grade at the local middle school. She has many friends and spends a great deal of time on the phone or in computer chat rooms talking with friends in the evening. Jenna is self-conscious about her weight. She knows she should try to lose weight but just doesn’t really know how and doesn’t have much discipline when it comes to resisting snacks. She finds it very hard to not join in with her friends when they eat.

**Jenna Riley Notes:**

Jason is an active, healthy 11-year-old boy. He is currently in fifth grade at the public grade school near his home. He lives with his mother, Evelyn, and his 14-year-old sister, Jenna. He has never had much contact with his father. Jason’s home life has been somewhat stressful the past year or so because of ongoing fights between his mother and oldest sister, Jessica; the conflict resulted in Jessica moving out of the house. Jason gets along well with his mother, but he has typical sibling conflicts with Jenna.

Jason has had problems in school for the past 3 years. Teachers report that he has difficulty staying on task and won’t follow directions. Although he made some progress last year with his fourth-grade teacher, his grades have been consistently poor. His mother tries to help him with homework after school or in the evenings, but these sessions frequently turn into battlegrounds. It takes Jason hours to complete fairly simple assignments, resulting in a great deal of frustration for him and his mother. The fact that he frequently comes home from school with headaches further aggravates the situation. In addition to problems with academics, Jason has
problems with social interactions. His teachers at school find him disruptive in the classroom. During the past year, he has been frequently sent to the principal’s office for misbehaving. He is often teased at school. Most of his time at home is spent playing video and computer games and watching television.

*Jason Riley Notes:*
Jessica Riley
Jessica Riley is a 17-year-old single mother of a 1-month-old infant, Ryan. Ryan’s father ended his relationship with Jessica when she was 4 months pregnant. She has not seen or heard from him since that time but has been told by friends that he left the state. Her relationship with her mother, Evelyn, has been strained for the past several years and worsened when she became pregnant. Because she was constantly fighting with her mother, Jessica moved out of her mother’s home into a small, one-bedroom apartment when she was 6 months pregnant.

Jessica grew up in a single-parent home. Her father left the family when she was 7 years old. She is the oldest child and has two younger siblings, Jenna and Jason. She recently completed her General Education Diploma and is now trying to go to school part-time for an associate’s degree in cosmetology at the local community college. She also works nearly full-time as a waitress at a restaurant, but because she has been supporting herself and her baby, she struggles financially. Her mother helps by watching her baby a few hours each day. In additional, Jessica receives government assistance in the form of Women, Infant, and Children (WIC) funding coupons and Medicaid. Jessica does not exercise and eats mostly fast food. She smokes about one-half pack of cigarettes a day and drinks alcohol socially when she parties.

CASEY HOLMES NOTES:

Casey Holmes
Casey Holmes is a physically fit 23-year-old male who had a troubled youth. His parents divorced when he was very young, and he bounced back and forth between parents—both of whom remarried. Growing up, he often saw his father hit his stepmother when he was angry. As an adolescent, Casey became involved...
with a gang and was arrested a few times for petty crimes, such as shoplifting and vandalism. He never finished high school and moved out on his own at the age of 18 years. Since that time, he has held several odd jobs and has made an effort to stay out of trouble.

For the past several months, Casey has been working as a basic laborer for a general construction company, performing tasks such as shoveling, raking, hauling mortar in wheelbarrows, and running a jackhammer to break up concrete. He has not been given an opportunity to learn more advanced skills because his supervisors and coworkers note that he often shows up late for work and displays little motivation. Casey is paid minimum wage and has health insurance as a job benefit. He feels that he is underpaid for the type of work he does. Casey also has a savings plan option as an additional job benefit, but he does not participate because he would rather just have the money to spend. On most days after work, Casey shares a 12-pack of beer with his buddies and smokes dope. He also uses other drugs when he can afford to buy them. He sometimes worries about the possibility of getting caught in a random drug screen, but he figures he can always get another job. Casey meets Jessica during the first few weeks of Episode 1 and moves in with her.

**Casey Holmes Notes:**

**FAST FACTS**

**Casey Holmes**

FAVORITE FOOD: burritos

CLOSEST TO: his buddies

HOBBY: hanging out and partying

LEAST FAVORITE THING: work

MOST CONCERNED ABOUT: getting arrested

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**Ryan Riley**

Ryan Riley is a 1-month-old infant boy who was born to Jessica Riley, a 17-year-old single mother. Although his mother had minimal prenatal care, he was a healthy, 6-pound, 4-ounce infant at birth, and there were no complications during labor or birth, or immediately following birth. Ryan’s grandmother, Evelyn, is his primary caretaker while Jessica is at work or at school, although many other people take care of him as well.

**FAST FACTS**

**Ryan Riley**

FAVORITE FOOD: formula

CLOSEST TO: Jessica (Mommy)

HOBBY: napping

LEAST FAVORITE THING: pain

MOST CONCERNED ABOUT: feeling hungry or cold
Introduction to Household Characters

*Ryan Riley Notes:*
Greg Ross
Greg Ross is a 44-year-old Caucasian male who is in good health. He has inflammatory bowel disease, specifically ulcerative colitis, which was first diagnosed at age 28 years. His disease is considered mild in severity; it has not progressed, in his opinion, because of his strict adherence to diet therapies, including a low-roughage diet and avoidance of milk products. He takes no specific medication for the colitis when it is in clinical remission, but when he has a flare-up, he takes antibiotics, corticosteroids, and sulfasalazine. It has been about two and a half years since he last experienced active disease. Greg sees a gastroenterologist once a year or as needed for management of the colitis.

Greg is a sales representative for a large, national manufacturing company. His work requires that he travel 2 to 3 days a week. Because Greg is very intelligent and has excellent interpersonal skills, he is one of the most successful sales representatives in the company; he has been in the top 5 percent of sales reps nationwide for the past 7 years in a row. His income is based on sales percentages, so he is earning a very high income.

Greg is gay and has been in a monogamous relationship for 10 years with his partner Ben. They own a beautiful home that they share with their two pet dogs, Mitt and Bitt. Greg has been estranged from his family for most of his adult life. His parents and siblings have never accepted the fact that he is gay, so contact with his parents is usually limited to talking with his mother a few times a year. Greg has accepted this situation and gone on to lead his own life. He considers Ben and the dogs his family, although he dreams of having children.

Greg Ross Notes:
Benito Jaramillo is a 41-year-old Hispanic male in excellent health. He has a very successful career as a financial manager and consultant. He works long hours but has a great degree of flexibility in his schedule, allowing him to take time off whenever he needs to. His motto has always been “work hard, play hard.” He has no medical problems and takes no prescribed medications.

Ben’s primary outside hobby and interest is athletic training; in fact, many consider Ben an exercise and health fanatic. He participates in many athletically related events, such as running, cycling, skiing, and triathlon events. To maintain his competitiveness, Ben trains 5 hours a day on most days. His training schedule includes a 2-hour workout early in the morning, an hour over lunch, and 2 hours after work. In addition to the aggressive training schedule, Ben eats a healthy diet and consults with a nutritionist regularly. He takes herbal preparations and vitamins to optimize his health. He has never been a smoker and has one alcoholic beverage almost nightly.

Ben lives with his longtime partner Greg and their two canine “children,” Mitt and Bitt. Although Ben and Greg have very different personalities and interests, they get along very well, providing each other with companionship and balance; they particularly enjoy taking vacations together. Their relationship is monogamous. Ben gets along well with his parents and siblings. Although Ben’s parents know he is gay, they refer to Greg as Ben’s “special friend.” Ben’s siblings consider Greg part of the family. He very much enjoys all of the things in his life that his comfortable income offers.
**Steve Young**

Steve Young is a 41-year-old African-American male who is in excellent health. He has been married to his wife, Angie, for 8 years. He has two children with her, Kelsey and Marcus. Angie and Steve met in college and were married shortly after Steve graduated with a degree in accounting. Following graduation, he took the certified public accountant exam and has worked for a large corporate accounting firm ever since. He has been extremely successful and has an income that easily supports his family. He is pleased that his wife is able to be a stay-at-home mother, but his success requires that he work very long hours at the office. Steve has few outside activities and rarely exercises; his world basically revolves around work and home. He recognizes that his inactivity has led to weight gain over the past few years but is not concerned about it.

Steve began smoking at age 17, and, at this time, he has a one pack a day smoking history. He knows he should quit smoking, but he likes it—and he figures he can probably get away with it for a little while longer. Because he knows it is a source of irritation for his wife, he plans to quit smoking eventually.

Steve loves spending time with his wife and children in the evenings and on weekends. He is more than happy to help Angie with evening family activities, but he sometimes feels that her perfectionism is overbearing and secretly worries about the effect it may have on the children. He has attempted to discuss this concern with her, but she gets defensive, and he does not want her to perceive that he doesn’t appreciate her efforts.

**Steve Young Notes:**

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Introduction to Household Characters

**Angie Young**

Angie Young is a 29-year-old African-American female who is in excellent health. She has been happily married to her husband, Steve, for 8 years, and they have two children, Kelsey and Marcus. Angie and Steve met in college and got married shortly before she graduated with a degree in nutrition. Following graduation, she worked for a nursing home facility as a dietician but left this position shortly before her oldest child was born. Since that time, she has been a stay-at-home mother. Angie adores her husband Steve, although she is annoyed by the fact that he is a smoker. She does not understand why he continues to smoke when it is so obvious that it is physically harmful.

Angie is a perfectionist. She strives to have a perfect home for her family and is committed to offering her children many opportunities to ensure that they excel in life. She has a highly structured routine that includes getting up in the morning and making a nutritious breakfast for the family and nutritious lunches for the children to take to school; getting the children to school; going to the gym to work out for 2 hours a day; taking care of errands and house cleaning; picking up the children from school; and taking them to after-school activities. In the evening, she makes dinner, helps the children with homework and piano lessons, makes sure they take baths, and gets them in bed by 9:00 P.M. Angie also volunteers at the school on a regular basis by helping in the classrooms and being available for field trips. She loves being involved with her children’s lives.

**Angie Young Notes:**

- Favorite Food: fresh fruits
- Closest To: her children
- Hobby: working out
- Least Favorite Thing: racism
- Most Concerned About: Steve’s smoking

**Kelsey Young**

Kelsey Young is the 7-year-old daughter of Angie and Steve Young. She is a fairly typical girl who is in enrolled in second grade at Neighborhood Elementary School. She likes her teacher and has many friends—especially Keisha. She has a very stable home life and is close to her parents and brother, Marcus. Kelsey loves animals, especially the family cats, Chico and Kiekie. Her favorite places to visit are the pet store and the zoo. She loves to read stories and see movies that involve animals. She has never been particularly active physically, but after watching gymnastics on television, she has taken an interest in this activity. She takes piano lessons but has little interest in them.

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Overall, Kelsey is healthy, but she has ongoing problems with reactive airway disease. This condition does not make her feel badly, except when she has periodic episodes, which seem to be seasonal. Her mother typically manages her symptoms with an albuterol inhaler with a spacer and over-the-counter Claritin syrup. She is up-to-date on her immunizations and sees a dentist every 6 months.

**Kelsey Young Notes:**

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**Marcus Young**

Marcus Young is the 6-year-old son of Angie and Steve Young. He is a fairly typical boy who is enrolled in the first grade at the elementary school. He likes his teacher at school and has many friends. He has a stable home life and is close to his parents and sister, Kelsey. Marcus loves his pet cats, Chico and Kiekie. He also enjoys going to the park and playing on the playground equipment. He is very interested in sports and wants to play football and baseball someday. He takes piano lessons but is not interested in this activity at all. Marcus has no health-related problems; he is up to date on his immunizations and sees a dentist every 6 months.

**Marcus Young Notes:**

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INTRODUCTION TO NURSE CHARACTERS

In Episode 1 of The Neighborhood, there are six featured nurse characters working in four health-care settings. The following pages provide an introduction to the characters as a starting point for Episode 1 stories. Spaces are provided below each character introduction for note taking.

Neighborhood Hospital Nurses

Kate Swanson
Kate Swanson is a 23-year-old nurse from a small, rural community. Kate graduated from nursing school a few months ago and took a job working on a general medical–surgical inpatient unit at Neighborhood Hospital. At some point, her goal is to work in an adult intensive care unit. She recently received a sign-on bonus and looks forward to buying her first new car. Kate lives alone in an apartment. To keep healthy, Kate has always watched what she eats and has maintained a regular workout routine. She has been dating Cruz Romero for 2 months.

Patrick Richman
Patrick Richman is a 47-year-old nurse manager who works on the general medical–surgical unit at Neighborhood Hospital. He has been a nurse for more than 20 years and has been the unit manager for the past 8 years. Pat considers himself a laid-back person and feels he has a good rapport with his staff. He is married and has two sons. He serves as an assistant scoutmaster for his son’s Boy Scout troop.
Patrick Richman Notes:

Bobby Schofield
Bobby Schofield is a 32-year-old staff nurse on the medical–surgical unit at Neighborhood Hospital. Bobby has been a nurse for 5 years. He got into nursing because he thought it would be an easy, flexible, and exciting career with job security and good money. Overall, he likes his job, but lately he has gotten bored. He applied for a position with the flight nurse team but was not offered the job.

Bobby is single, and although he has a few close friends, he considers himself a loner. He has never had a close relationship with his family. Although he dates, he is not in a serious relationship. He loves to party and have a good time.

Bobby Schofield Notes:

Neighborhood Senior Center Nurse
Karen Williams
Karen Williams is 57 years old. She has been a geriatric nurse for 30 years and has worked at the nursing clinic at the Neighborhood Senior Center for 5 years. Karen’s position is supported by funds from the city budget. In addition to providing health
screenings and information to seniors, Karen also supervises nursing students who come to the center for their clinical experience. She has noticed an increase in the number of visitors to the center during the past few years, which she attributes to a lack of extracurricular activities available for seniors in the community. Karen knows most of the individuals who regularly come to the center on a first-name basis. They often come to her with their questions and concerns. One thing that Karen enjoys about geriatric nursing is that the seniors are eager to talk, and most of them are very appreciative of her help. Karen is a widow; her husband died suddenly 2 years ago of heart disease. She finds working at the clinic rewarding, and it provides an opportunity for regular and interesting interactions.

Karen Williams Notes:

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Neighborhood Woman’s Health Specialists and Neighborhood Community Health Department Nurse

Carol Ramsey

Carol Ramsey is a 51-year-old certified nurse midwife who works at Neighborhood Women’s Health Specialists (NWHS). She has been a midwife for 21 years, after spending the first 8 years of her career as a labor and delivery room nurse. Four physicians and three midwives, including Carol, work at NWHS. In addition to working four and a half days a week at NWHS, Carol works one afternoon each week at the Neighborhood Community Health Department. At NWHS, Carol sees her own patients. The majority of her work involves prenatal, delivery, and postpartum care, although she also provides routine gynecologic care for many of her patients. At the Neighborhood Community Health Department, Carol sees a variety of patients, many of whom are seeking contraception, pregnancy testing, or screening and treatment of sexually transmitted infections.
Violet Brinkworth

Violet Brinkworth is a 41-year-old nurse who works for the Neighborhood Public School System. She has been married to her husband, Richard Brinkworth, for 15 years. Because Richard is often away on business trips, Violet decided to become a school nurse 6 years ago so she could be on the same schedule as her son, who is now 12 years old. For the first few years, Violet worked full-time at Neighborhood Elementary School. However, because of budget cuts, Violet now also covers Neighborhood Middle School and Neighborhood High School. Fortunately, the schools are close to one another. Despite this, Violet finds it difficult to be an effective nurse because each school has so many needs.

**FAST FACTS**

Violet Brinkworth

FAVORITE FOOD: barbecue ribs
CLOSEST TO: Richard (her husband)
HOBBY: playing piano
LEAST FAVORITE PERSON: middle school principal
MOST CONCERNED ABOUT: taking care of son
INTRODUCTION TO SUPPORTING CHARACTERS

Several health-care professionals are mentioned in the stories of featured household characters. Because their stories are not followed on a weekly basis, they are considered supporting characters. These characters allow for a different level of connection among household characters.

**Dr. Gordon, MD, Neighborhood Hospital Emergency Department**

Dr. Gordon is the emergency department (ED) physician at Neighborhood Hospital. He has been an ED physician for about 6 years. Although he loves his career, he often feels frustrated with the department’s inability to efficiently manage the large number of people sitting in the waiting room. He works long hours and treats several of the household characters when they come to the ED.

**Dr. Rowe, MD, Neighborhood Family Practice**

Dr. Rowe is the family practice physician for several of the Neighborhood household characters, including the Bleys, Johnsons, and Rileys. Dr. Rowe has a very busy medical practice and often feels rushed; she does not feel there is enough time to adequately treat all the patients she sees in a day.

**Dr. Jacobe, MD, Neighborhood Mental Health Associates**

Dr. Jacobe is a mild-mannered yet very skilled psychiatrist who has an excellent reputation in the health-care community. He sees more than one Neighborhood character for mental-health conditions.

**Carolyn Marquette, RN, PNP, DNP, Neighborhood Pediatrics**

Carolyn is a pediatric nurse practitioner and works for Neighborhood Pediatrics. She is extremely experienced, with more than 20 years in practice, and has earned the respect of all of the physicians in the clinic. Despite this, she still finds herself being questioned by some parents regarding her ability to treat their children. She recently went back to school and earned a doctor of nursing practice (DNP) degree.