

<p>Step 1 Description:</p> <p>I was able to follow the case manager from south 8 on Tuesday. Throughout the day I followed the case manager and the social worker while they rounded with patients. They helped explain to me more of the specifics of when a patient is getting admitted and discharged. I was in their office with them most of the day unless they needed to go speak specifics with a patient. They also had to go introduce themselves to patients that were about to get discharged.</p>	<p>Step 4 Analysis:</p> <p>I was able to apply some previous knowledge from being on the floor with other nurses, as well as my previous experience as a unit secretary. Since I was a unit secretary, I had worked with Allscripts before and was familiar with some parts of their job. I think many nurses and students do not know completely understand what case managers do. The day had a great impact on my perspective of each patient as a whole.</p>
<p>Step 2 Feelings:</p> <p>At the beginning of the day, I was kind of bummed for what happened with the previous nurse; however, I was super excited to see the side of the case manager. I did not know how much work went into their days. Since I got to be with the case manager and social workers, I felt like I got a special opportunity. They made me feel very welcome and were willing to teach me as much as possible. Overall, my greatest feeling about the incident was being excited to see a different side other than floor nursing. I felt like it was nice to be able to contribute to other parts of nursing and patient care. I felt like I had relevant questions throughout the day.</p>	<p>Step 5 Conclusion:</p> <p>I think I could have made the situation better by being a little more active outside of the case managers office. I also think I could have made the situation with my nurse by trying to understand where she might have been coming from. I tried to make it not affect the rest of my day and tried to stay positive with the case manager and social worker. I have learned to always stay professional, no matter who you are talking to because people are always watching and listening.</p>
<p>Step 3 Evaluation:</p> <p>It was good for me to get to see how they look at the full picture of each patient. Especially since they were trying to discharge a patient that I worked with last week. I did not know they were basically the "middleman" for everything. It was difficult to not be on the floor and be as active; however, I enjoyed getting to see more behind the scenes for each patient. Before the event I do not think I ever truly knew what the case manager did. I knew they handled a lot with discharge, but they also have a huge part in working with the doctors too. I tried to contribute as much as possible by being an extra set of hands since I have never been with a case manager before.</p>	<p>Step 6 Action Plan:</p> <p>Overall, I think the experience of getting to shadow the case manager and social worker were a good experience for me. I liked getting to see the whole picture for each patient and understand why the doctors may be doing something. Since floor nurses do not always get an explanation, I think it was very good to be able to understand more of why the case manager and doctors are doing certain things for the patient. I think this experience will help me tremendously throughout school, but also my career. Being able to see the behind the scenes gives you a different perspective. It allows you to start to think a couple steps ahead instead of simply what the issue is now.</p>