

For my preceptorship in the Emergency Department I had various patients with different diagnoses or chief complaints. My first day in the ED, I had a patient with a double above-the-knee amputation complaining of pain, a patient with a persistent epistaxis, a patient with shortness of breath, and a pregnant patient with abdominal pain. The patient with a double AKA was homeless and there was difficulty transporting them out of the hospital as many EMS companies refused to transport them. There was also difficulty being able to find a wheelchair for them as they stated the one they had gotten this year was broken. In this instance, the case manager drove to a store to buy a wheelchair for this patient.

This patient had been somewhat frustrating through the day, as they were very demanding and rude to the staff. I think that my main feeling was frustration because even though the nurse and I both completed every task that was asked of us the patient claimed that we did not do anything for them. I think that this feeling is important as it shows that not each patient will be “easy”. I was happy when case management found a placement for this patient, as they were banned from a hotel they previously stayed at and the patient wanted to be dropped off at a storage unit outside.

I think that the good part of this situation was being able to work with case management to find the patient a place to stay, as well as getting the patient a wheelchair so they can have some mobilization. The more negative part of the day was the patient not thinking we did enough for them, this made me feel somewhat hopeless and me and the nurse had worked very hard. I think that I did well with managing my own emotions, communication with the patient, and utilizing my time well.

I believe that this situation can be applied to nursing in lower economic status communities, as we had to find a way to best help the patient that would not affect their current

financial situation. This situation also has also involved team-based care as there were various people in different positions working to assist this patient.