

Covenant School of Nursing

Disciplinary Action Summary Assignment

Instructional Module 2

Student Name: Kaitlyn Massey

Date: 01/31/2025

DAS Assignment # __2__

Name of the defendant: Melissa Zoller

License number of the defendant: 914410

Date(s) and action(s) taken against the license: December 20, 2019- waived notice and hearing and agreed to terms of this order. August 24, 2020- signed the order.

Type of action(s) taken against the license: Warning with stipulation. Nurse Zoller must comply with the state laws, must not work outside of Texas, must complete board orders, must complete remedial education courses, must notify present/future employers and have them report to the boards, must report any incidents, must be supervised by an RN while working, must be evaluated, and must participate in therapy with a licensed counselor.

- *Use the space below to describe the events which led to the action(s) taken against the license. If multiple charges were in play, be sure and cite each of them, e.g. drug diversion, HIPAA violation, abandonment, etc.*

Nurse Zoller obtained her RN license on January 19, 2017. The RN had no known employment history from January through June of 2017. She was employed from July of 2017 to October of 2018 at Park Plaza Hospital in Houston, Texas. She was then employed from November of 2018 to present time at Epic/Aveanna Healthcare in Houston, Texas. On September 21st, 22nd, and 27th of 2018 while employed at Park Plaza Hospital, Nurse Zoller falsely documented that she had administered Hydrocodone to two separate patients. During September 22nd through October 4th of 2018 while working at Park Plaza Hospital, Nurse Zoller removed one 7.5-325mg Hydrocodone tablet and ten 10-325mg Hydrocodone tablets but did not accurately/completely document the administration of this medication to the MAR/nurse notes. During September 22nd through October 4th of 2018 while working at Park Plaza Hospital, Nurse Zoller removed one 7.5-325mg Hydrocodone tablet and fourteen 10-325mg Hydrocodone tablets but failed to follow the facility's policy on wasting unused portions of the narcotic. During September 22nd through October 4th of 2018 while working at Park Plaza Hospital, Nurse Zoller misappropriated Hydrocodone. During September 23rd through October 3rd of 2018 while working at Park Plaza Hospital, Nurse Zoller administered Hydrocodone and Oxycodone to patients without assessing their pain levels. On September 24th of 2018 while working at Park Plaza Hospital, Nurse Zoller administered Hydrocodone and Morphine at the same time to the same patient. During October 2nd through October 4th of 2018 while working at Park Plaza Hospital, Nurse Zoller administered Oxycodone to a patient outside of the physician's parameters. She also failed to document if Tramadol was not effective/administered (Oxycodone was only to be administered if

Tramadol was not effective). Nurse Zoller did admit to the findings listed and stated her reasoning for her actions. She did state that she would not put her career at risk or divert drugs. On October 17, 2019, Nurse Zoller agreed to take a chemical dependency test that showed no chemical dependency that would prevent her from being a nurse.

- *Use the space below to provide a description of measures you think could have prevented any action being taken against the license and/or would have prevented harm to the patient, if harm occurred.*

Nurse Zoller could have correctly/accurately documented all medication that was pulled from the medication dispensing system. The RN could have administered the medication within the physician's parameters and followed the order that was put in place by the physician. She could have assessed pain levels prior to administering narcotics. She could have followed the hospital's policy or asked for a witness to assure the narcotic was wasted appropriately. She also could have been more vigilant and aware of the medication that she was administering and followed protocol when administering to assure patient safety.

- *Identify ALL universal competencies (4-5) that were violated and explain how.*

Nurse Zoller violated multiple universal competencies. Competencies that were violated were safety and security, communication, critical thinking, documentation, human caring, and professional role.

Safety and Security were violated when the RN failed to follow the seven rights to medication administration. The RN failed to assess patients' pain levels prior to administering medication. The RN failed to promote trust and respect by failing to prioritize their safety and administering medication incorrectly.

Communication was violated when the RN failed to document the medication that was or was not administered which could have potentially harmed patients. This also affects other nurses that take over the next shift as they have no knowledge of prior events that took place.

Critical thinking was violated when the RN failed to prioritize her patient's safety. The RN failed to assess or reevaluate patients' pain before administering medication. The RN administered two different types of narcotics to the same patient at the same time which could have killed the patient. The RN failed to document and falsified documentation. All these findings show that the RN made poor decisions.

Documentation was violated when the RN failed to document medication that was administered. The RN failed to document the wasting of narcotics. The RN also falsified documentation.

Human caring was violated when the RN failed to involve patients in their medical care. The RN failed to follow the seven rights of medication administration which allows the patient to know about their medication. The RN also placed her patients in situations that could have led to injury or death.

Professional role was violated when the RN failed to abide by the state laws and the hospitals policy. The RN admitted to her lack of good judgment and sloppiness which shows her unprofessionalism.

- *Use the space below to describe what actions you think a prudent nurse would take as the first to person to discover the event described. In other words, you are the one who discovers the patient has been harmed by the nurse or you have discovered the impairment or criminal activity cited in the disciplinary action.*

If I were working with Nurse Zoller, I would check on all the patients under her care to assure them of their safety. I would alert the charge nurse as well as the physicians of each patient. I would then confront Nurse Zoller in a respectful way. If she felt like she was overworked or needed help, I would offer my assistance. In a respectful manner I would teach her about patient safety and the importance of properly providing nursing care. I would also report her to the board of nurses.

I do applaud her for admitting her wrongs and taking responsibility for her actions by agreeing to the terms of this order. No nurse is perfect, but a great nurse will always admit their wrong doings.