

Unit 6: Workplace Issues
Z-Chapter 25
ONLINE CONTENT (1 H)

Unit Objectives:

- Determine your risk for encountering a workplace issue that can affect your health or well-being. (1,7)*
- Understand ergonomics and ways to protect yourself from workplace injuries. (5,7)*
- Analyze workplace bullying and harassment. (3,5)*
- Recognize the risk for violence at work and how to reduce your risk. (2,5,7)*
- Create a personal plan to handle workplace problems such as staffing shortages and being assigned to an unfamiliar workplace. (3,7)*

*Course Objectives

Case Studies

Due March 11, 2024 @ 0800 in the Z-CH # 25 dropbox

1. As a nursing student, Angie learned the proper handling of patients in her fundamentals course. During clinical rotation, Angie is assigned a patient with left-sided weakness related to a stroke and dementia. She reviews her notes on positioning, transferring, and handling a patient with musculoskeletal weakness. When entering the patient's room, Angie finds the patient halfway out of bed. She rushes to assist the patient to sit and immediately afterwards feels a sharp pain in her back. Subsequently, Angie has a herniated lumbar disk and is unable to continue nursing school.
 - a) **How should Angie have approached moving this patient?**
 - a. Angie should have stayed with the patient and called for help. She should have then used proper body mechanics when moving the patient and using assistive devices if appropriate.
 - b) **What did Angie do correctly in this situation?**
 - a. Angie reviewed her notes on positioning, transferring, and handling a patient with musculoskeletal weakness.
 - c) **Explain why back problems are the number-one cause of nurse injuries and describe the subsequent effects on nursing care.**
 - a. Back problems are the number-one cause of nurse injuries because of the physical demand with direct patient care. This causes nursing to be shorter staffed because of people out on work injuries.
 - d) **Describe how the "safe patient handling" legislation might have prevented the injury.**
 - a. This might have prevented this injury because she would be trained on how to assess and determine needs on mobility. The facility also creates policies and procedures that need to be followed.

2. Becky graduated from nursing school a year ago and since then, has worked on a neurology unit. Normally a happy and healthy person, Becky recently noticed that she always feels run down and is losing her hair. During the past year, she was told that her assessment skills were lacking because she missed an important finding on a patient while covering for another nurse. Her supervisor seemingly assigns her high-risk admits every time she works. Her co-workers complain that Becky always gets the lightest patient assignments and should take the admissions. Last week, she overheard another nurse saying, “Becky is almost useless. She spends so much time with her patients she can never help other nurses. “Becky feels physically ill every time she goes to work. She wonders if these “tests” of her nursing skills will ever end.

a) What type of violence is Becky experiencing?

- a. Becky is experiencing lateral violence.

b) Which of the signs of bullying from Table 25-1 is (are) evidenced in this scenario?

- a. It may seem like your work is frequently monitored, to the point where you begin to doubt yourself and have difficulty with regular tasks. You might be asked to do difficult or seemingly pointless tasks and be ridiculed or criticized when you can't get them done.

c) What steps can Becky take to minimize bullying in the workplace?

- a. Becky can name it, seek it, and expose the bully. During the seek it stage she will need to check her mental and physical health, research state and federal option, gather data, and search for a new job. Before Becky takes the steps she could try to confront the bully and see if there is anything they can work out to stop the bullying.

d) What can Becky do if her supervisor brushes off her concerns?

- a. Becky can then go to another supervisor or charge nurse and share her concerns. She could also share with a well-respected peer who the bully may listen to.

3. Amanda is caring for an 82-year-old patient with a fractured hip and dementia. In the shift report, she learns that the patient becomes agitated and combative at night. During her evening shift assessment, Amanda notes that the patient does not know where she is or why Amanda is in her room. Amanda remembers her hospital training on dealing with agitated patients by using soothing tones when addressing the patient and ensuring a calm environment. During assessment, the patient yells that Amanda is killing her. She begins swinging at Amanda with the telephone, breaking her jaw. Amanda runs out of the room, and her co-worker calls a “Code White.”
 - a. **What is a Code White, and how would it help in this situation?**
 - i. A code white is an alert to all hospital staff that there may be a potentially violent situation. It would help in this situation by getting more people in the room to help with the violent patient.
 - b. **Identify elements of this case that signal a potentially threatening situation.**
 - i. The patient does not know where she is or why Amanda is in her room
 - ii. The patient is yelling that Amanda is killing her
 - iii. She threw her telephone
 - c. **What preventive measures does the facility have in place to deal with hostile situations?**
 - i. The facility wants Amanda to use soothing tones and ensure a calm environment. They could also implement crisis intervention which is noticing signs of escalating behavior before it gets to a code white situation.
 - d. **If Amanda were floated to another floor where this situation occurred, would this change how she should approach the situation? Explain your answer.**
 - i. This would not change how she approached the situation, unless she was trained on a dementia unit to name yourself when entering the room and to explain why you are there to assess her. If this situation were to still occur I would call a code white or call per hospital protocol.

4. In reviewing available hospital employment, you identify three potential positions as a staff nurse in orthopedics. Because orthopedics is where you would like to work, you evaluate each of the positions:

- Position 1: A regional medical center, with a nurse to patient ratio of 5:1. Total patient care is expected of all nurses, and there is only one nursing assistant assigned to each unit. The hospital recently purchased safe handling equipment for every unit.
- Position 2: An urban hospital with a nurse to patient ratio of 9:1. There is one nursing assistant assigned to every nurse. The hospital has new patient handling equipment, although it is shared between two units.
- Position 3: a local hospital with a nurse to patient ratio 7:1. There is one nursing assistant for every nine patients. The hospital is moving toward Magnet status and uses a shared governance model.

a) Explore each position in relation to your safety as a nurse. What are the benefits and detriments of each position?

- a. Position 1 – benefits: nurse to patient ration of 5:1, and that the hospital purchased safe handling equipment for every unit ; Detriments: only one nursing assistant per unit and total care is expected by nurses which is not always possible with 5 patients.
- b. Position 2 – Benefits: every nurse has a nursing assistant ; Detriments: nurse to staff ratio of 9:1, and that the safe handling equipment is shared between two units.
- c. Position 3 – Benefits: One nursing assistant for every nine patients, hospital is moving toward magnet status ; Detriments: the nurse to patient ratio is 7:1, this is not ideal because nurses cant always provide the best care when having 7 patient.

b) Which position provides the safest working environment? Explain your response? I would say position 3 is providing the safest working environment because they have a nurse assistant for every 9 patients, there nurse to patient ratio is right in the middle, and they are working toward magnet status which shows they are providing good quality care.

c) What additional questions should be asked in relation to staffing?

- a. What happens if a nurse calls off, is it covered by management until another staff nurse can cover?
- b. Have you ever thought about adding another nurse and making the nurse-to-patient ratio less?

d) The hospital in position 3 is described as working towards Magnet status. What impact might this have on your decision to accept or turn down an employment offer?

This would make me want to accept an employment offer because it shows that they provide excellent care and they have satisfied nurses.