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 form 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. She should have attempted to assist the patient to lay back down in bed, while calling for help. Once the patient was safely in bed she should have looked at the charting to gather information on how the patient had been being transferred. Are they a hoyer or sit to stand? Are they a 1 assist, or 2 assist? Have they even been out of bed and safely evaluated by PT/OT?
        b. Angie should remember the proper use of body mechanics, pulling a patient, especially with a weakness to one side of their body, can cause an increase of stress on your back.
    b) What did Angie do correctly in this situation?
        a. Patient was halfway out of bed, Angie was trying to prevent the patient from falling out of bed and getting hurt. Her reaction to help the patient was correct, the execution of the task was not.
    c) Explain why back problems are the number-one cause of nurse injuries and describe the subsequent effects on nursing care.

a. According to our book nurses who work bedside have a higher risk of back issues, or other serious musculoskeletal issues compared to other occupations. The risk is increased when providing direct patient care such as “turning, toileting and providing for ADLs. Lifting, positioning and transferring are actions commonly associated with work related injuries” (Zerwekh & Zerwekh-Garneau, 2022). The book also states that “repetitive stress on the structures of the spine, shoulders and hips can cause small, repeated muscle and tendon damage that could manifest into a more serious injury” (Zerwekh & Zerwekh-Garneau, 2022).

d) Describe how the “safe patient handling” legislation might have prevented the injury.

a. This would make facilities follow protocols to help provide safe patient handling and the proper education to its employees on how to work the assistive equipment appropriately and efficiently to better the outcome for the staff, and the patients. This prevents injury of the staff and the patients and overall betters the experience of all.

b. This prevents back injury by following the proper guidelines by knowing the correct assistive devices to work with a person, “Do not lift, move, or turn a dependent patient without the appropriate assistive devices' ' (Zerwekh & Zerwekh-Garneau, 2022).

Citations:

Zerwekh, J., & Zerwekh-Garneau, A. (2022). *Nursing today transition and Trends*. ELSEVIER.

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. Lateral Violence Aka workplace harassment

b) **Which of the signs of bullying from Table 25-1 is (are) evidenced in this scenario?**
    a. Change in patterns of documentation, files, other work-related items and or personal belongings missing
    b. Being asked to do difficult or seemingly pointless tasks and then being criticized when the are not completed.
    c. Work is being frequently monitored to the point where someone is feeling doubt of themselves and having difficulty performing regular tasks.
    d. Supervisor or manager checks in often or asks to meet multiple times a week
c) **What steps can Becky take to minimize bullying in the workplace?**
    a. "Name it": Stated that you are being bullied and by who, begin to report to hire up and work your way up the command as needed.
    b. Seek Respite: take some time off of work to recoup yourself, check mental health and physical needs, even begin job searching to allow for more options.
    c. Expose the bully: Address the situation and stand up for yourself.
d) **What can Becky do if her supervisor brushes off her concerns?**

    a. Follow up the chain of command, begin seeking new employment elsewhere, research state or federal legal options.

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. I'm assuming their "Code white" is a violent patient or equivalent to Firelands "Code violent". I would respond by calling security and then going to help my coworker, and try to help de escalate the patient.
    b. **Identify elements of this case that signal a potentially threatening situation.**
        i. In the shift report it was stated the patient was agitated and became combative at night. So when the patient begins to worry about Amanda being in the room that is an initiated sign that the patient is not going to cooperate. When the patient begins yelling at Amanda stating she was

going to kill her, Amanda should've notified someone or pulled the call light to get more assistance faster knowing that this is a situation that was going to get worse.

c. **What preventive measures does the facility have in place to deal with hostile situations?**
    i. Codes
    ii. Security
    iii. Non pharmacological approach
        1. limit stimulants: Lights, tv, phones
        2. Provide photos of family to help ease
        3. Ask for a family member to stay
    iv. medications
    v. restraints

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. No, because the approach is the same on every unit on every floor, including psych. Follow the hospital protocol and use your resources of staff to help with an agitated patient if needed.

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. Benefits:Position 1:
        i. New safe handling equipment
        ii. Lower patient ratios

b. Detriments:
    i. only 1 PCT for the whole unit
    ii. Total patient care expected by the nurse
c. Benefits: Position 2:
    i. A nursing assist assigned to help each nurse
    ii. Safe patient handling equipment, even though it's shared.
d. Determinants:
    i. higher patient ratio
    ii. share equipment
e. Benefits: Position 3:
    i. Magnet status and uses a shared governance model.
    ii. PCT to help
f. Determinants:
    i. higher patient ratios

b) Which position provides the safest working environment? Explain your response?

a. I honestly feel like position 2 has the safest work environment, even though you have 9 patients, you have a PCT to work alongside you and you have safe patient handling equipment.

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

a. Is the patient ratio so high because the acuity of the patients is lower? How much care do these patients need? What does care look like? Does the patient's ratios change based on acuity and level of care?

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?

a. They’re going through the changes to improve leadership, new practices, and increase education. improves partnership and promotes coworkers to work together more efficiently to create a better work environment.
b. I would turn it down for now, maybe after a few years after they have established the change and have implemented the education and teamwork. Every change has some kinks to work out in the process.

In order to receive full credit (1 H class time) for this assignment, it must be completed in its entirety by the due date/time assigned. Any assignments not completed in its entirety by the assigned due date and time will result in missed class time.