

Journal #3

Last week in leadership, we discussed organization. This topic is complex because it is a new concept and can be considered somewhat "dry." In nursing, we will use the chain of command and other forms of communication and organization. Every institution and unit has a leader of the communication network. There are too many employees in a hospital or big corporation for one "leader" or person who receives reports and complaints. I found the topic of managerial levels to be easier to understand because of this. For example, the top command level would be chief executive officer, chief nursing officer, and chief financial officer. The middle level would be the unit supervisor, department head, and director. Finally, the first level, which would apply to us the most, is the charge nurse, team leader, and primary nurse. If we had an issue on our floor or a complaint, we would have to follow the chain of command and report to the charge nurse first. We learned this week that I was not aware that hospitals and medical facilities have stakeholders. External stakeholders include local businesses, area universities, insurance companies, unions, and professional organizations. Internal stakeholders include hospital employees, physicians, patients, patient's families, and directors.