

N443 Leadership and Management
Behavioral Questions for the Professional Portfolio

Section 1:

1. Tell me about a time a patient or their family was dissatisfied with the care they were receiving. How did you manage it?
 - There was a patient that had HELLP, and the family was left in the dark about the situation due to the fact it was a life changing moment. I took it upon myself to be in the room with the family and keep them updated while the nurse was on speaker phone from the OR. The family and patient ended up sending me a letter and writing a letter to my manager telling me how gratefully they were for taking time out of my night to advocate for them.

Section 2:

1. Tell me about a time you had to communicate with a hostile patient or their family.
 - I was doing clinical at The Pavilion and the patient was becoming very hostile and yelling inappropriate things at a new, quiet employee. I rushed to the situation and used therapeutic communication to ease the situation and ease the patient into sitting in a chair to talk to me. The patient understood in the end that they were verbally attacking the employee and told me thankful for being there by their side while they were having a very scary panic attack.

Section 3:

1. You and your preceptor are going to insert an indwelling urinary catheter on a client with urinary retention. You observe your preceptor breaking sterile technique when they are preparing to insert the catheter. What do you do?
 - I would say something to the preceptor and ask them why they are doing it that way. I would inform them that the way I was taught was to never break sterile technique. I would also ask the charge nurse on that shift if this were something that always happens or if it needs to be brought up to leadership. I would never let the patient know or say these things in front of the patient as this could cause tension and scare the patient.