

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 knew that the nurse was not trying to keep the family in the dark but also knew that the patient was the most important thing in that moment. I couldn't help myself but to wonder what would it be like to be in that patient's shoes and that families' shoes? I knew personally that I needed to take charge. This was the patients first baby and I could just feel her nervousness from the next floor up. 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 nurse was so thankful that I took charge and thought critically while in a split second. I just knew that the family and the patient needed me. 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. I felt so empowered afterwards it was so rewarding to know how good the family and patient felt.

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. I knew I had to get this patient to calm down as things kept escalating. This was something I was used to doing at home with my brother when he would relapse and need me. I felt inspired to help. I knew that the patient needed someone that could reason when them, I knew she needed me. Sometimes you must do things even when you are uncomfortable but know that it can be done. 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.

The patient suffered with many different problems, using narcotics was the biggest struggle for this patient. As long as you ask yourself what would you want someone to do for you when something like this happen? I knew that I could do it and felt really inspired afterwards. It such a reward feeling, unexplainable really.

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 know sometimes when someone higher than you is doing something wrong it is easier said than done to ask why they are doing it that way. Breaking sterile procedure is a big no because it could lead to many different bacteria entering into the patient without even being seen. 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. This may be uncomfortable, but I will continue to do this if this happen to me in the future. I've seen it done already before and questioned the person as soon as I seen it. 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. You cannot say certain things in front of the patient because they do not understand what the exact sterile technique is unless they work in healthcare. Things like this does happen in the workplace and these types of situations need to be talked about more. Some people just like to rush and do things faster rather than doing the job right.