

N443 Leadership and Management
Behavioral Questions for the Professional Portfolio

Section 1:

1. Tell me about a mistake you made in the clinical setting and how you managed it.

One easy mistake I have made is not giving a medication on time or not getting a blood test ran before the blood was hemolyzed. It made me realize how important getting to work early, planning the day, and managing your time based on patient priorities is. Missed medications can be detrimental to patient care while blood can always be redrawn.

2. Tell me about a time you experienced conflict with a coworker and how it was resolved.

One issue I have had with a coworker was regarding work ethic. A coworker of mine was not moving at a quick pace to get tasks done. In the Emergency Room where I work, some situations require you to be quick and precise. However, my coworker was not completing tasks and was by default putting patients in harm's way. Because of this, I confronted my coworker about the uncompleted tasks and asked if there was anything I could do to assist them.

3. Tell me about a time you broke a rule in the clinical setting and why you did it.

During one of my rotations, I was taking care of a patient with continuous bladder irrigation. The call light was going off so I went into the room to see what was needed. The patient claimed that he felt as though his bladder was filling up and not emptying. After observing his bladder was distended, I stopped the continuous bladder irrigation even though I was not allowed to without a preceptor. I immediately got my preceptor and she thanked me for stopping it.

4. Tell me about a time a patient or their family was dissatisfied with the care they were receiving. How did you manage it?

The emergency room can be a busy place and because of that, it can be displeasing to patients to have to wait. When patients tell me they are dissatisfied with their care, I always ask what specifically is making them dissatisfied and what can I do to satisfy them. As healthcare workers, it is important to please the patient and assure them they are getting the best care possible.

Section 2:

1. Tell me about a time when you had to solve a problem creatively.

I was dealing with a patient who had a laceration I had to clean. We were out of the sterile water dispensers. Because I needed to have a higher pressure of water to remove the clotted blood from the laceration, I attached an IV catheter tubing to a syringe and used that instead. When supplies are low and machines or technology is not working correctly, it is important to think outside the box to complete tasks while still maintaining adequate patient care.

2. Tell me about a time you went above and beyond for a patient or their family.

I had a patient who was very nauseous and was requesting only orange juice. She claimed it would be the only thing that would help her nausea. We had no orange juice in the pantry on the floor. Since I had some free time, I went to nearly every other unit just to find two small containers of orange juice. It took fifteen minutes, but she was so relieved when I brought it to her.

3. Tell me about a time you advocated for a patient in the clinical setting.

There was one time I had a patient who had not eaten all day. The only thing stopping me from getting him something to eat was a dysphagia screening that had to be performed by the nurse. The primary nurse was too busy to perform this. Because the patient was so hungry, I asked another nurse to quickly perform it so he could eat something.

4. Tell me about a time you had to communicate with a hostile patient or their family.

Working in the ER, I come across a lot of hostile and aggressive patients. The most important thing is to maintain a safe distance while communicating with them. I always tell them that I am here to help them and I am not going to do anything that will hurt them. I also explain that it may not seem like something they want to do, but it is hospital protocol and it will help them out in the long run.

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 tell my preceptor in a kind way that I believe sterile field has been broken and suggest that we obtain a new catheter kit.

2. You and your preceptor are preparing to administer several medications to a confused client. Your preceptor scans and opens all the medication ahead of time in the med room and says, "we aren't supposed to do it like this without scanning the patient, but it saves us a lot of valuable time." What do you do?

I would politely ask the preceptor to show me the correct way to do it so I know for future reference.

3. You and your preceptor are entering a crowded elevator on your way to the lab. While in the elevator, your preceptor starts talking to one of their friends from a different unit. Soon, they start talking about a difficult client interaction they had and use several client identifiers. What do you do?

I would speak to my preceptor about the situation. I would explain to my preceptor that it is not acceptable to be breaking HIPAA even in the hospital setting.

4. You are caring for a client that you have had for 3 days in a row. After reviewing your client's vitals, you see that their blood pressure is decreased, their pulse is increased, their urinary output is decreased, and they are increasingly confused. When you call the

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provider, they dismiss your concerns and do not give you any new orders. What do you do?

I would inform the charge nurse. From there, we would console other people or call the provider back.