

The Leader

2 total hours

- **Case 2** (Responding to a client injury and completing an incident report) **1hr**

Stage 1

- **What do you think about the steps Sarah took after her client's fall?**

She went through all the appropriate steps needed. The only problem is that she should have accomplished them all and then called the provider.

- **What do you think of the provider's comment to Sarah that he didn't want to "waste any more time talking" to her?**

This response is unnecessary, he could of came up with more polite things to say and made it a teaching lesson. Instead, he belittled Sarah, when she already feels bad enough.

- **How do you think Beverly handled the initial situation?**

She handled is well, being sure to make sure the following assessments were done.

- **What did she do well? What could she have done better?**

She made sure to go in and see the patient and his family. Reassuring everyone present that she is going to investigate it and if they need help to let them know. There was nothing she could have done better, as she accomplished all task needed.

Stage 2

- **In your state, what are the implications for the nurse when a staff member she is supervising neglects his duties?**

- Malpractice.

- **What is an incident report?**

An incident report (aka: accident report) is a form filled out by employees who were involved in a case were their patient had an accident or injury. An accident report is used by hospital authorities within a hospital, nursing home, or assisted living facility.

- **Who sees it and does it become a part of the client's record?**

The charge nurse and the risk manager.

- **Stage 3**

- **What do you think about Sarah's approach to floating?**

- She is associated with many different task, helping her learn/refresh on different tasks

- **Would you ever want to float to another unit?**

- Possibly, then I would be able to practice skills that aren't done on a daily basis.

- **What are the implications for the rest of the staff if Sarah's request to have more stable clients is granted?**

- The rest of the staff would be the ones caring for the unstable, and are able to give them more attention since they are used to such situations.

Stage 4

- Discussion (Answer the following questions in a paragraph)
 - **What do you think of Beverly's supervisor's comments regarding the upcoming conversation with Nikki?**
 - It was well taken care of. All the factors were conversed about, and the message they want her to obtain is that all they want is to provide a safe environment for their patients.
 - **Have someone briefly role-play that conversation with Nikki using some of the same language.**
Nikki, we know that you feel bad and didn't expect for this to happen. However, it is crucial that you follow measures appropriately. We want our patient to feel safe, and with measures not obtained correctly, you are providing an unsafe environment for patients.

Stage 5

- Discussion (Answer the following questions in a paragraph)
 - **How should Beverly prepare for her conversation with the client's provider?**
She should include what the patient asks for, along with referrals and any other worries the patient and his family entail.