

● **Case 5** (Using a clinical Pathway and the Case Managers role) **1.25 hr**

*Stage 1*

- o Play video
- o Discussion (Answer the following questions in a paragraph)
  - Why is it important to have an integrated team?
    - o The team members are able to analyze a large amount of information and select several options
  - List two benefits of a decentralized decision making team?
    - o Decentralized decision making promotes job satisfaction among staff nurses
    - o This allows nurses to participate in decision making, which promotes job satisfaction
  - Was the Case Managers role in the team accepted by other team members?
    - o The staff were worried about the way that some clients progress over others and that this might take more time for rehabilitation and control over the care of clients
- o Answer the quiz style questions at the end of this stage (answered)

*Stage 2*

- o Continue video
- o Discussion (Answer the following questions in a paragraph)
  - What nonverbal communication did you notice in the video?
    - o Sighing, facial expressions that show they are dissatisfied, looking at one another like none of this made sense, their body language made them seem like they were unwilling to listen to what the case manager was saying, twiddling with their hands, shaking their heads
  - Did you notice any members of the team that came to the meeting with agendas?
    - o The charge nurse Beverly, the physical therapist, the pharmacists, the representative for the surgeons,
  - What is a benefit of a clinical pathway?
    - o It allows the patient to start at one point and end up at another in a certain amount of time. For example, if a patient comes in with CHF they have a pathway written out for them how they should progress, if they start to progress as so, they eventually will get to go home. If they don't progress then they go back and look at the pathways and see what can be done.
- o Answer the quiz style questions at the end of this stage (done)

*Stage 3*

- o Continue video
- o Discussion (Answer the following questions in a paragraph)

- Why is Evidence based nursing practice beneficial?
  - It looks at the evidence and practices of those in the past 5 years to see if someone they are willing to try or are going to try is going to work. For example when they were looking at enoxaparin and that it should be educated on prior to the day of discharge so they can comprehend it.
- Do you think the team was aware of the issues with discharge instructions?
  - I feel as if they weren't listening to what she was saying and didn't want to change how they did things.
- Define storming in the team process, What examples of storming were in the video?
  - Storming is when they don't let someone get their thoughts out. For example at the begging when she began talking and the surgeon interrupted her and told her that wouldn't work because he feels his surgeons have a certain way of doing things, how the pharmacists started talking about how enoxaparin need to be educated on, how Beverly stated that they need more than just one day of education of how to administer enoxaparin and how the therapist interrupted her to tell her that if someone's pain isn't controlled they aren't going to start physical therapy.
- Answer the quiz style questions at the end of this stage (*answered*)

#### Stage 4

- Continue video
- Discussion (Answer the following questions in a paragraph)
  - The leader provided an agenda for the team. Was the leader a gatekeeper?
    - Yes, I felt like she mediated the meeting very well
  - The leader assessed her performance. What could she have done differently to keep the team focused:
    - I felt like she did a good job keeping the team focused but allowed for a lot of interruptions.
  - Do you think the team responses were more generational or due to the staff not understanding the clinical pathway and each team member's role and issues?
    - I think the staff just didn't understand the clinical pathway and was not being open to change.
- Answer the quiz style questions at the end of this stage (answer)