

The Leader

2.5 total hours

- Case 1 (Quality Improvement Team Meeting)

2.5 hr

Stage 1

- **Was the delegation regarding Mrs. Evans weight specific enough?**

When having a patient who has heart failure, it is crucial to weigh them every day. The nurse made sure to explain her diagnosis, but she could have been a little more specific.

- **How do you think the leader responded to the interruption with a change in meeting time?**

She responded as she should have. Sometimes we can't help changes, therefore it is important for the leader to be patient and make arrangements to fit the schedule of her employees.

Stage 2

- **Curtis had to be reminded to complete the weight. What instructions could have helped avoid this when delegation occurred?**

Specific instructions from the very beginning could have occurred to prevent this.

- **Would you have expected Curtis to report the weight immediately?**

No, he got busy and wasn't informed how important it was to report the weight immediately.

Stage 3

- o **Did Cynthia provide the right communication to Curtis?**

In a situation where there is an issue like this, it is important to be therapeutic and non-threatening.

- o **What can Cynthia delegate to the UAP?**

She can delegate ADL's.

Stage 4

- **Curtis was reluctant to take the assignment of bathing Mrs. Evans. Do you think Cynthia handles this appropriately?**

Once again it is important to be non-threatening and patient with staff. Yes, she handles it well.

- **Think about Curtis's body language in the first video. What is the impression that you have of Curtis?**

Curtis acted like he did not want to be there. It was very unprofessional.

- **The LPN displayed great team work. Did you think that the LPN was wrong in asking the nurse about the Tylenol?**

No, any nurse should be able to ask any question they need to.

Stage 5

o Discussion (Answer the following questions in a paragraph)

▪ Review the day, especially the reaction of Curtis?

It was a day full of teaching moments, patience and therapeutic communication. The leader had a big teaching day.

Stage 6

▪ Discuss the feedback of went well and what did not go well.

The patience and teaching went well by the leader. The bad attitudes did not go well.

▪ Suggest appropriate time management skills.

Time management skills are very important. At the beginning of the day it is important that the nurse figures out times wisely.