**Self-Disclosure**- (Can there be an Avatar reading these before the simulation?)

**Learning outcomes**

Define self-disclosure

Understand the use of self-disclosure in interpersonal relationships.

Demonstrate the importance of self-disclosure in communication.

Understand the risk of self-disclosure

How to use self-disclosure in the workplace

**Self-disclosure is defined** as passing on information about yourself to someone else that that individual does not readily know, whether you intend to or not.

**The use of self-disclosure in interpersonal relationships**

The process of self-disclosure is circular. A person self-discloses, the recipient of the disclosures reacts, and the original discloser processes the reaction. The key elements of the process are how the receiver interprets and responds to the disclosure. Part of the response results from the receiver's attribution of the cause of the disclosure, which may be dispositional, situational, or interpersonal attribution. Dispositional connects the cause of the disclosure to the personality, situational identifies the cause of a disclosure with the context or surroundings in which it takes place, and interpersonal identifies the relationship between sender and receiver as the cause of the disclosure.

**The importance of self-disclosure in communication**

Self-disclosure brings benefits to communication if done appropriately. It results in higher relationship quality, brings a sense of being needed by another, emotionally connects you to another person, builds a stronger commitment to the relationship, develops trust, and increases empathy levels and understanding.

**Risk of self-disclosure**

There is the risk of rejection, negative impressions, decreased relational satisfaction, loss of influence, and the possibility of hurting another person when an individual self-discloses.

**How to use self-disclosure in the workplace**

There are six ways to help one with self-disclosure

Wait and watch, especially if new in a role or in an unfamiliar environment, to see how much the other person shares.

Consider your motives, and use self-disclosure to improve connections and build trust rather than for less positive reasons.

Choose your moment and method, so avoid sharing complex and sensitive information with someone when they are short of time or concentrating on something else, as this may cause misunderstanding.

Go slowly, as sharing too much can be overwhelming; instead, open gradually.

Listen carefully, and give your full attention.

Respond with care, as self-disclosure is beneficial when it is a two-way process. Do not offer advice where it is not wanted; resist the urge to tell your story and give a person time to share.

**Scenario**

Actual scenario (simulation – background is healthcare setting, Sheila asking the Charge nurse for a meeting and knocking on the door to enter the office) Every red denotes a wrong response.

Sheila has been working as an RN for seven years and, in the last 5 years, has completed an MSN and MSc in Occupational Health. She has applied in the last 6 months for two promotions, one as a Clinical Educator and the other as a Health and Safety Manager, hoping to move to a day job with an increased salary. Sheila has yet to be successful in both interviews. Sheila is frustrated and has asked to meet with you, a senior charge nurse as you have been in both interviews.

Good morning. I enjoy working here and was hoping to stay with the organization and grow. I am starting to feel that there is no future here. I have completed two graduate programs with no help or support from the hospital. I have since then applied for two positions and have yet to be successful.

Sheila:

We value all our employees. We cannot give everyone a promotion

There is a future for everyone in the organization

I would like to assure you that we value your work, and you do work well

Player:

If that is the case, why was I not successful in either of the interviews

Sheila:

Player:

We had candidates with experience and skills you did not demonstrate you possess

Why do you think you were not considered?

We had to choose the best candidate, unfortunately

Sheila:

I have to agree that it was a competitive group of interviews

I am not sure, no one spoke to me to give me a review after the interview. Maybe it was a competitive group of interviewees

If you knew it was a competitive group then why are you surprised you did not succeed?

Did you ask anyone? You cannot expect someone to know that you need feedback. You need to ask.

Player:

I wonder if I will ever get a chance to grow in this organization. Furthermore, I am struggling with the night duties now that I have my second child with school drop-off and pickups.

Sheila:

Is it the promotion you are concerned with or the night duties?

you will be promoted, but you must wait a bit longer.

I understand how you may feel since I went through that myself, where I was not promoted until after nine years in the organization.

Player:

Well, I do not plan to wait nine years before being promoted! Does this organization value its employees?

Sheila:

Player:

You may have to look elsewhere if promotion is your main concern now.

I am not asking you to wait nine years; all employees are valuable to the organization.

I can assure you we do value all our employees. Have you considered what you could do differently to bring you success for the next interview?

I was thinking that I could maybe get feedback from HR about the interview and see what the interviewer’s feedback was.

Sheila:

I was hoping this talk would help me find answers

I kept wondering why I was unsuccessful, and so after the second interview, I asked for feedback from HR, which I found very helpful.

Player:

So you think HR will respond? Would you suggest I go through with the HR request?

Sheila:

Player:

The feedback received assisted me, so I prepared for the following interview much better. You should consider it.

You have to decide for yourself. I cannot help you decide.

Did you notice any one thing that I should do for the following interview? The Senior Health and Safety Officer is presently being advertised, and I plan to apply for it. I need to be on day duty to do those drop-offs and pick-ups.

Sheila:

I am trying to assist but at the end of the day, you must work this out.

Player:

Read up widely on the role and know the duties and responsibilities. The job description contains only some things. In the meantime, we can increase the number of day shifts you do in the week as another staff has just requested more nights if that is helpful.

Practice how to interview so you can do a better job next time.

Thank you, that is helpful, and thanks for meeting with me.

Sheila:

**Empathy**

**Learning outcomes**

Define empathy

Understand the types of empathy

Demonstrate the benefits and pitfalls of empathy.

Understand why empathy is important

State the tips for practicing empathy

Empathy is the ability to emotionally understand what other people feel, see things from their point of view, and imagine yourself in their place. Persons may lack empathy due to cognitive biases, dehumanization, victim blaming, or if they possess characteristics of narcissistic personality disorder.

**Types of empathy**

Affective empathy involves understanding another person's emotions and responding appropriately.

Somatic empathy involves a physical reaction to what someone else is experiencing. People sometimes physically experience what another person is feeling.

Cognitive empathy involves understanding another person's mental state and thoughts in response to a situation.

**There are benefits to experiencing empathy.**

* **Empathy allows you to build social connections with others.**
* **Empathizing with others helps you learn to regulate your own emotions.**
* **Empathy promotes helping behaviors.**
* **Increase the ability to forgive and to have less conflict.**

**Pitfalls of empathy**

* An individual can sometimes get overwhelmed, burned out, or even overstimulated from constantly thinking about other people's emotions, leading to empathy fatigue.
* Higher levels of empathy can lead to emotional negativity, potentially increasing the risk of empathetic distress, which affects one's judgment.

**Why is empathy important?**

Empathy helps one better understand how others feel and even feel it in ourselves. It helps maintain relationships and plays a role in dictating success in personal and professional relationships.

**Tips for practicing empathy**

* Work on listening to people without interrupting
* Pay attention to body language and other types of nonverbal communication
* Try to understand people, even when you disagree with them
* Ask people questions to learn more about them and their lives
* Imagine yourself in another person's shoes
* Strengthen your connection with others to learn more about how they feel
* Seek to identify biases you may have and how they affect your empathy for others
* Look for ways in which you are similar to others versus focusing on differences
* Be willing to be vulnerable, opening up about how you feel
* Engage in new experiences, giving you better insight into how others in that situation may feel

Scenario

Dirk, a new RN, has joined the team. It is the fourth week of work, and he is feeling unhappy. The cultural differences are one challenge he knew he would need to overcome. Some procedures and protocols are done differently from where he is coming from, but he can still adapt during the orientation period. This morning was distressful for him as his preceptor told him he was not catching on quickly. Dirk has asked for a meeting with you as the charge nurse for the shift.

Thank you for agreeing to see me at such short notice.

Dirk:

Player:

It is my pleasure. How can I help you?

It sounds urgent, and although I am pretty busy. I wanted to know what is the problem.

You did say it was important. It is busy so can only give you a few minutes.

Dirk:

I feel like I have not made the right decision to come and work here.

So can you tell me why you needed to talk to me urgently

I am sorry you are feeling this way. What made you reach this decision?

Player:

I do not feel that I am treated with respect and I have some colleagues who behave as if I am not a trained nurse

Dirk:

Player:

Can you tell me some specific instances that have resulted in you feeling this way?

Can I have their names so I can speak to the person or persons? This is not acceptable

Disrespect! Maybe you are misunderstanding their actions

Sometimes, I would do a procedure but with some slight differences and the eyes I get are just too much. Just this morning my assigned preceptor told me that I am not catching on quickly

Dirk:

You are on orientation. Have you been through the protocols and policies prior to orientation in the clinical area?

With the names I can tell them to stop bothering you

Well the reason why you are looked as if something was done wrong, is because you did it wrong

Player:

Dirk:

The unit is short and I feel that I have not been given the time to read the policies and protocols but I am expected to know how you do things.

Although the unit is short-staffed, it is important that we give you protected time to read the policies and protocols. We need to orientate you properly and all new staff has an orientation plan. What do you think we can do to change the situation around for you?

I am sorry about this happening to you but names are important to fix it.

You must follow how we do things to ensure that there is no patient harm.

Player:

Dirk:

The orientation plan is on paper but I feel we are not following that. I would like to get back on the orientation plan as it was intended for me.

Ok it is your decision if you do not want to give names.

OK, I will speak to your preceptor so we can make sure that you complete your orientation as planned.

I will arrange a meeting with you and your preceptor with the aim of getting you back on the orientation plan. It is important to us that you succeed. I am sorry that you had to go through this.

Player:

Thank you. I do not want to fail and I chose to work here because the hospital’s core values and its mission align with my values. I just want to be orientated well and given a fair chance in the workplace.

Dirk:

We will get you the right orientation so at the end you can function.

I know it can be difficult coming to a new place and changing your practice immediately to match what we do here. Rest assured some RNs have gone through this including myself. We believe in teamwork.

Player:

Ok, do not bother with the names. We will sort out the orientation plan for you.

Dirk:

It has been difficult, but I am glad with the resolution of speaking with my preceptor and I, to get me back on my orientation plan. Thanks for making the time to see me.

**Assertiveness**

**Learning outcomes**

Define assertiveness

Types of communication styles

Benefits  of Assertive communication

Risk of Assertive communication

What do assertive behaviors/characteristics look like

Assertiveness is expressing a point of view clearly and directly while respecting others. Assertive communication minimizes conflict, controls anger, better meets an individual needs, and has more positive relationships with others.

**Types of communication styles**

Assertive communication- Recommended and most effective communication style. "I" statements are the hallmark of using this communication.

Passive communication- avoiding saying what one thinks and feels. Passive communicators avoid their needs, prefer to please people, and are submissive.

Passive aggressive communication- is a pattern of indirectly expressing negative feelings instead of openly addressing them. Passivity exists on the surface, while the aggressive simmers beneath. This style is very toxic in the workplace, spreading discontent and resentment in the team.

Aggressive communication – is described as expressing one's feelings and opinions at the expense of others, ignoring others' rights to support their own. Argues when faced with a disagreement or when they do not get their own.

Manipulative communication- is a pattern of using cunning tactics, deceit, and influence to control the outcome of the conversation and, thus, the actions of the people around them. Manipulative tactics such as gaslighting, lying, blaming, criticizing, and shaming can damage a person's well-being.

**Benefits of assertive communication**

* **Reduce stress and anxiety**: Reduce tensions internally and with others.
* **Increase self-esteem and credibility**: Assertiveness is a form of self-affirmation. When one freely expresses what they think and feel, self-love increases.
* **Increased self-confidence and sense of contro**l: Promotes trust in judgment, respect for own wants, and relies less on other people's opinions and the unconscious forces within you, increasing autonomy.
* **Increase self-knowledge and better-managed emotions**: assertiveness requires being more aware of one's emotions, thoughts, and desires. As self-knowledge increases, one will understand themselves better and channel emotions more effectively.
* **Reduce conflicts and improve relationships**: there is less chance of conflict when one is clear and frank but at the same time respectful. Assertiveness promotes mutual respect and thus builds healthier relationships. Increase empowerment, better decision-making capacity, and job satisfaction.

**Risks of assertive communication**

* **Risk of not listening to others**
* **It may appear too arrogant**
* **It can reflect over-confidence**

**Assertive behaviors/characteristics**

An assertive person is emotionally honest, self-aware, direct, self-enhancing, and expressive. They use direct eye contact, assertive stance, and the four rules of assertiveness. 1) here is what happened; 2) here's how I feel about it;3) here's why I feel that way, so 4) here's what I want.

**Scenario**

Tayla works in the intensive care unit. Today, Tayla checked the assignment sheet and got the report. Tayla noticed that her second patient was in the operating theatre for open heart surgery and would be arriving later. Tayla is a trained intensive care nurse, but it has been a year since she has provided immediate post-operative care for open heart surgery patients, and she does not feel equipped.

Tayla came looking for you since you are in charge of this shift and asked for a quick meeting.

Tayla:

I am sorry to bother you, but I need to let you know of my concern with the assignment given to me today.

Tayla, all the nurses are trained in intensive care nursing so there should not be assignment concerns

Player:

Tayla, the day is too busy for complains

What concerns do you have?

Tayla:

I noticed that I am assigned to look after the patient post-op open heart surgery, but I am not happy to take on that care. I have not looked after a post-op open heart patient for a year. Can I be assigned another patient?

I have no one else as several sick calls came in. You can get some time to review the protocols to remind yourself. You will remember once you read the protocols.

Tayla, I was not aware that you have not looked after a post-op open heart surgery patient for so long. I would love to reassign you. Unfortunately, I have several sick calls today and you are the most senior RN on duty.

Player:

You cannot have another assignment. You are an ICU RN and the care will come back to you as you are trained.

I am concern about this assignment. It may not be safe for me or the patient. Have you tried calling staff of to see if anyone suitable can come in?

Tayla:

Player:

Yes, I called everyone before I did the assignment. No one is available. Can I give you some time to review the protocols?

I am listening and hearing you. Your request is unreasonable, and you are insubordinate. You are a trained ICU nurse.

You being resistant to the assignment is not helping your team. As a senior nurse, you show no flexibility or willingness to help.

Tayla:

How is reading the protocols helpful? Will I have enough time to do so?

Player:

According to our records, when you came here, you placed very experience on the skills sheet given to you at the time.

I know you are the one who will be caring for the patient, and your training should make it possible for you to do it.

The surgery started late, so the patient would not arrive until late evening. I am happy to assist you and support you until you feel comfortable.

Tayla:

Yes, although I preferred another assignment. If I review the protocols and do some quick revision of the care expected, that will help immensely. Your assistance and support will make me feel more comfortable.

Player:

This conversation is finish. There is no help. This is the best we can do.

Tayla, it is what it is today. You have been senior long enough to understand the staff challenges. Please understand the situation.

Tayla, thank you for understanding and letting me know how you feel. I appreciate your honesty and will do everything to make sure you are supported.

Interaction Management

**Learning outcomes**

Define interaction management

Why is interaction management critical?

What does interaction management include?

Interaction management is a program designed to improve leadership skills in productivity, handling employee conflict, performance improvement, delegation, and overcoming resistance to change by teaching positive behavior and job application models.

**Why is interaction management critical?**

The interaction management program provides a step-by-step approach for handling each difficult interaction situation. Breaking problematic situations into critical steps gives the learner a reasonable and understandable strategy for accomplishing tasks. Interaction management is essential to businesses since they can track interactions to set benchmarks, pinpoint customer engagement problems, and compare performance.

**What does interaction management include?**

Interaction management is a program designed to improve leadership skills in productivity, handling employee conflict, performance improvement, delegation, and overcoming resistance to change by teaching positive behavior models and on-the-job application. Interaction management is realized during all the stages of the communication process, and its effectiveness depends on the person's abilities to manage their specific interaction behaviors. Thus, interaction is based on the people’s abilities to start a conversation effectively, to develop the topic, and to terminate a conversation with references to the interests of the persons participating in it. If the communication process develops positively and results in satisfactory or advantageous outcomes for all parties, it is possible to speak about the high level of interaction management.

A person who is good in interaction management knows when to start an effective conversation, how to develop the topic with references to the interests of all the parties, and how to meet the needs of the participants. Interaction management is essential for people to learn how to communicate effectively. By managing the communication process, people can avoid extremes in their communication strategies and achieve higher interaction results. The development of interaction management abilities guarantees progress in communication competence.

**Scenario**

As the charge nurse, you have been informed that all Precert nursing teams are allowed to work remotely for 50% only as per hospital policy. Sarah has continued to work remotely, although was expected to come in and was assigned to manage the front desk as the office is now open to the public. You have invited Sarah to a meeting.

Good day, you wanted to talk with me?

Sarah:

Next time you want to work remotely when you should be at work, let us know.

Our hospital policy states a 50% only remote work. You have been working longer at home than the policy says

I have noticed you were off the last two days when you were assigned to work at the front. Can you tell me what is happening?

Player:

Sarah:

I prefer to work at home, it is less intrusive, and I have already protested that decision.

What gives you the right to protest the hospital’s decisions? You may need to reconsider that response and decision.

You have protested a hospital policy? With COVID uncertainty, the remote policy was unclear. We now understand the trajectory and management thinks it is important for the company culture for persons to return physically.

Player:

You have been working longer at home than the policy says so please stop it.

Can’t there be future considerations for me to work remotely? This was helping with my work-life balance. I was so happy.

Sarah:

Player:

Yes, there is considerations. The time is reduced by 50%, but you should be thankful.

Before Covid, there was no remote work. I cannot understand why the complain now.

We are allowing you to keep 50% of the time remotely. We know it would be hard to ask you to return fully so we have reduce the hours instead as we do care about you.

Sarah:

What harm is happening to the company if I work from home and do not come in? I am still getting the work done.

We want to return to the precovid state where the company culture flourishes again. We will need you to assist your colleagues in manning the front desk as we reopen to clients.

Yes, you may be getting the work done, but you are ignoring the return policy and us wanting to improve the organizational culture.

Complaining will not help. Many of you are getting so used to the isolation. Can’t you see that is not in alignment with the company culture?

Player:

Where is the care for us as employees? I have gotten so used to working alone. Why is it I have no say in the matter?

Sarah:

We understand this may be difficult, so we reduce the hours by 50%. We want you to return safely and healthly to ensure you are comfortable working alongside others. If there is something that makes you uncomfortable, please let us know.

Player:

We would like to get the employees back into the office. The last time I check, you are an employee.

You have a say over 50%, but the other 50% is non-negotiable.

Can I at least request which days I want to work the 50% in the home environment? That would help me with this adjustment, and I understand the organization needs to return to the precovid state.

Sarah:

Player:

You must adjust at some point; the sooner you do, the better it is for everyone.

There is never a guarantee that we can give you what you want. I will try, but nothing is guaranteed.

Yes of course. We would like you to transition well. Please give me the days, and thanks for your understanding, we appreciate you.

Supportiveness

Learning outcomes

1. Define supportiveness.
2. Benefits of supportiveness
3. Why is support so important to someone?

Supportiveness is defined as showing agreement and giving encouragement.

**Benefits**

Supportive relationships offer:

* Better health
* Longer lives
* Higher well-being
* Improving skills to cope with challenges
* Allow individuals to talk openly and honestly about one’s feelings
* Reduce distress, depression, anxiety, or fatigue.
* Feeling less lonely, isolated, or judged.

Type of Support?

* Informational support provides knowledge, advice, or resources that someone can use to address specific challenges or decisions.
* Emotional support entails showing empathy, understanding, and care. Listening and offering reassurance during times of distress are vital components
* Financial support involves providing monetary assistance, either directly as cash or indirectly, such as helping pay bills or providing resources.
* Physical support offers hands-on help, such as assisting someone with mobility, providing a place to stay, or aiding in daily tasks like cooking or cleaning.
* Social support facilitates companionship and a sense of belonging, including spending time together, attending events, or simply being present during challenging times.
* Spiritual support caters to an individual's spiritual or religious needs, possibly by praying together, discussing philosophical beliefs, or attending religious services.
* Practical support is similar to instrument support; this involves giving tangible assistance in day-to-day tasks or challenges, like helping with paperwork, repairs, or organizing.

Recognizing the kind of support needed in different situations can significantly enhance the quality of assistance provided, ensuring that individuals feel adequately supported in all aspects of their lives.

**Scenario**

Davey is a staff nurse with ten years of experience. When Davey is on the night shift, Davey regularly comes in late, sometimes after the report is completed for one or two patients. This usually results in staff leaving late and the information needing to be more timely. Davey would sometimes ask to change into scrubs first as he came into regular casual wear clothing. The team has been complaining, and tonight, Tonieta has come to you and asked for your intervention as the assigned charge nurse. It is the end of the shift, and you have decided to address Davey's late arrival at work.

Player:

Davey, can I have a word with you in the office?

Davey:

Sure, so what is this about?

The team is complaining that you are arriving to work late consistently.

Are you having difficulties in coming to work? I have observed you coming late on the night shift for this week.

Player:

So why do you come to work so late at night? It is disruptive for the other staff.

Davey:

I will agree that I have been arriving late. What is the big deal? Would you rather me not come in at all?

You are stealing the company’s time each time you are late.

There is a time and attendance policy that you are in breach of. Are you aware of this?

I want you to be at work. When you come in late, it means a staff will leave late and there is a potential for error as the handover is rushed.

Player:

Davey:

I do not have a car at this time so I arrive late at home. I find myself going to bed late and getting up late. I also have to take the bus as I am waiting for my car to arrive on the island, in the next 5 weeks.

Player:

You should go on the day shift if sleeping on the night shift is difficult.

You need to put measures in place to wake up on time. Your actions is affecting others.

Have you considered setting the alarm? This is impacting your colleagues as well.

I did not realize it was impacting my colleagues. The alarm is too loud on my phone, it gives me a headache with the sudden noise.

Davey:

You need to arrange and prepare yourself for work so that you arrive on time and do not change into scrubs.

Have you thought about changing the alarm tone? With soft, relaxing music instead of a loud alarm.

Yes, your colleagues are forced to leave late. Sometimes, you come in late, and then it still takes time to change into scrubs before coming to take the report.

Player:

I had not thought about changing the sound, but I will do that.

Davey:

Player:

You must organize yourself if you want to keep your shop. If this continues, then I will report to the manager.

Why don’t you arrange for a taxi pickup if you are leaving your home late? If you are leaving your house late, surely you must know waiting on a bus will worsen your situation.

Is there any assistance you need? I could send you calming music that you could use.

Davey:

Thank you, this would be helpful. I must apologize to my colleagues. I did not mean to cause any issues.

Player:

You are expected to be on time and respect your colleague’s time. When you arrive late then you disrupt the flow.

You should apologize to them as you have caused quite a bit of inconvenience. You have a responsibility to live up to your contract.

Mariana lives very close to you and is on your shifts. I could ask her if it is okay for her to pick you up. This may help resolve the issue of transportation and she is always early.

Davey:

I am committed to improving starting from tonight. I apologize for any inconvenience and know I have a responsibility to be on time.

Environmental Control

Learning outcomes

Define environmental control.

What is effective communication?

Reasons for measuring communication effectiveness.

Controlling the environment means demonstrating one’s ability to achieve pre-determined goals and satisfy needs. It involves handling conflict settings, solving problems in a cooperative atmosphere ( as in a win-win negotiation), and gaining compliance from others.

**What is effective communication?**

Effective communication is an open dialogue in which everyone leaves with a shared mental model. It is the process of exchanging ideas, thoughts, opinions, knowledge, and data to receive and understand the message with clarity and purpose. When communication is effective, both the sender and receiver feel satisfied. For communication to be effective, it must be clear, correct, complete, concise and compassionate, and these are the 5Cs of communication. While the effectiveness of communication is difficult to measure, its impact is hard to deny.

**Reasons for measuring communication effectiveness**

The benefits of communication effectiveness can be witnessed in all areas of life. In the workplace, effective communication can help manage employees and build teams, grow an organization more rapidly and retain employees, benefit from enhanced creativity and innovation, build strong relationships, and attract more opportunities for everyone. In one’s personal life, effective communication can lead to improved social, emotional, and mental health, deeper existing connections, new bonds based on trust and transparency, and better problem-solving and conflict-resolution skills. Measuring engagement from communication efforts can be done by identifying delivery, open, and click-through rates. This can provide valuable insights into who is receiving, opening, and interacting with your communications.

**Scenario**

Mr Joy is a 70-year-old patient with end-stage renal disease. He has been admitted to the renal ward, and Melo is assigned to him as the day shift nurse. At 10 am, Melo reported that Mr. Joy's wife was present and upset as the blood pressure cuff was seen on the hand with the fistula, and his wife was fearful that this would lengthen his admission and create issues when it is time for him to be dialyzed. Mrs Joy is distraught; one can hear her voice from all the rooms, and she has requested to speak to the charge nurse.

Mr Joy’s wife is distraught and would like to speak with you. A blood pressure cuff was on the hand that has his fistula. She is concerned this may affect his recovery. She has asked to speak with you.

Melo:

Player:

Have you removed the blood pressure cuff? If not, please remove it now, Please send her in.

Melo:

The fistula seems fine, and Mr Joy’s general status is stable. Please come in Mrs Joy.

Good morning. What kind of nurses are taking care of my husband? I came on this morning and saw a blood pressure cuff on my hand. Even the regular person knows that is a no, no.

Mrs Joy:

Player:

I’m so sorry; the blood pressure cuff has been removed, so the issue is resolved.

Sorry, but these things do happen but in this case, no harm is done.

I am very sorry that this has happened and I have instructed his nurse to remove the blood pressure cuff.

Is that all? Will a Physician come to see him?

Mrs Joy:

I have checked the area, and it seems fine, with no swelling, and blood flow is felt. We have asked the Physician to check as well as safety is our priority.

Mr Joy do not need a Physician and calling one would be a waste of the Physician’s time.

Why must a Physician see Mr Joy? He has nurses who is able to monitor him.

Player:

Did you tell the Physician this is urgent? How is it that you are a charge nurse? The fistula is his lifeline.

Mrs Joy:

I am really sorry for the stress this has caused. Our aim is to ensure that all our patients remain safe.

Player:

We have taken the corrective measures and say sorry.

I know what the fistula is for. I am qualified to be a charge nurse.

Please call the Physician as I will not leave until he comes.

Mrs Joy:

Mrs Joy, we are sorry again, but I have already informed you that the Physician has been notified. I will not be calling him as this is not an emergency.

I do understand your concern. I can call to see how soon the Physician will be here. Would that be okay?

Player:

The blood pressure cuff did not stay on for very long, and the site looks good. No need to worry.

How will you ensure this does not happen again?

Mrs Joy:

Player:

We have already put plans in place. Believe me, this will not happen again. We do not like complaints.

We have place an alert on the arm and on the side of the bed as well to alert all oncoming staff. This was not done and we will speak to the staff who placed the blood pressure cuff on to ensure this does not happen again. We do take our patient well-being seriously.

Mrs Joy:

That is good to know, as I do not want this to happen to another patient. Thanks for acting so quickly.

I appreciate your understanding. The physician will be here in less than 5 minutes. We value our patients and you as his family.

Player: