

D

Suggested Answers

Scenario 1

ANSWER: 1:C – 2:E – 3:D – 4:A – 5:B

In many cases you will find it easier to determine the level of appropriateness in reverse order (i.e. least appropriate first), as demonstrated here:

1. B (calling the police) has to be the least appropriate. We are only talking about a small amount of cash here. The culprit could be anyone ranging from a patient, a visitor, a nurse, a doctor etc. The police will not be able to do anything about it and you will have achieved nothing by calling them. If the thefts were of controlled drugs, or if the thefts were a regular occurrence, then there would be a stronger case for doing so. However, you would need to discuss with the Clinical Director and head nurse first (i.e. someone in charge would call the police, not you. Otherwise you will alienate the whole team at the hospital).
2. C, D and E all talk about reassuring patients or warning them to be more careful. They therefore look like stronger candidates for appropriateness as they are more in line with common sense. Option A looks good at first glance but it makes the assumption that the culprit is a member of the team. This will create conflict. Do you sincerely think that the culprit will replace the money? Therefore A can be placed as the fourth least effective option.
3. Out of C, D and E, two of the options involve reassuring the victim himself (C and E). D only talks about sending an email to your colleagues to warn patients. This may well be appropriate but your first concern should be with the victim and not the potential future theft of the other patients (this comes later). Therefore, out of the three options, D is the least appropriate.
4. Out of C and E, C is a softer and more caring approach. E is slightly patronising on the patient (he probably already knows he should have been more careful) but still within acceptable limits. In this context, a softer, reassuring approach is required and C is therefore better than E.



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