

Name: _____

Date: _____

Directions: Read each scenario pair carefully. Scenario A shows *STRONG* accountability (positive example). Scenario B shows *WEAK* accountability (negative example). Answer the guiding questions after each scenario.

SCENARIO SET 1: Healthcare Setting

Scenario 1A: A Busy Day at Vandela Care Home

(Strong Accountability)

Maria Taylor, a Licensed Practical Nurse (LPN) at Vandela Care Home with two years of experience, is working on the long-term care unit. The unit is short-staffed, and Maria's shift has been chaotic.

While preparing medications, Maria notices that a metformin pill for Mr. Henderson looks different than usual. Maria calls the pharmacy to confirm the medication is correct. The pharmacy confirms the supplier changed. Maria documents the call in Mr. Henderson's chart.

Later, Maria notices a resident, Ms. Rodriguez, looks unsteady getting out of bed. Maria leaves the medication cart to help Ms. Rodriguez safely back to bed and calls a nursing assistant to stay with her. When Maria returns, she realizes she forgot to lock the cart. Maria calls her supervisor, Beth Daniels, and explains what happened. Together they check all medications -- nothing is missing.

That afternoon, a newer LPN, Derick Garner, asks Maria for help with a wound dressing change. Even though Maria is busy, she takes time to guide Derick through the proper procedure.

Guiding Questions for Scenario 1A:

1. List THREE specific actions Maria took that demonstrate accountability:

2. Maria made a mistake by leaving the cart unlocked. How did she handle it? What does this tell you about accountability?

3. How did Maria demonstrate 'team collaboration'?

4. Which Habits of Mind does Maria demonstrate? Give examples.

Scenario 1B: A Busy Day at Hawk's Nest Care Haven

(Weak Accountability)

Annette Akins, an LPN with six years of experience, is working on a dementia unit at Hawk's Nest Care Haven. The unit is hectic.

A CNA, Isabella Porter, tells Annette that Mr. McCord is agitated and trying to get out of bed. Instead of checking on him, Annette says, "I don't have time. Turn his TV on and leave him be." Annette does not document this in Mr. McCord's chart.

An hour later, Mr. McCord falls while trying to get out of bed. During the investigation, Annette says, "The CNA should have told me he was still agitated."

When the charge nurse reviews the incident with Annette, she becomes defensive. She complains about being understaffed and says it's impossible to manage every resident.

Guiding Questions for Scenario 1B:

1. List THREE actions (or failures to act) that show Annette lacked accountability:

2. When confronted, Annette blamed the CNA. What should she have said instead?

3. Annette complained about being understaffed. Is this a valid excuse? Why or why not?

Comparison Questions:

4. Compare Annette to Maria. What Habits of Mind does Maria have that Annette lacks?

SCENARIO SET 2: Warehouse / Distribution Setting

Scenario 2A: Crazy Eddie's Distribution Center

(Strong Accountability)

Mark Downs, a warehouse worker for five years, is loading a delivery truck. The warehouse is understaffed and under pressure to complete orders before the weekend.

While pulling an order, Mark notices a barcode doesn't match -- it's the wrong gaming console model. Mark stops, alerts his supervisor Jessica, pulls the correct product, updates inventory, and notes the error in his end-of-shift report.

Later, Mark sees a coworker trying to lift a heavy pallet with a hand truck instead of a pallet jack. Mark stops to show the new worker the correct, safe procedure.

Near shift end, coworker Lisa asks for help completing a rush order. Mark checks with his supervisor, who agrees, and Mark stays an hour late to help Lisa finish.

Guiding Questions for Scenario 2A:

- 1. Mark could have shipped the wrong console to save time. Why is catching this error an example of 'ownership'?

- 2. How did Mark demonstrate accountability for his coworkers' safety and success?

- 3. Which of the 5 Cs of Accountability (Clarity, Commitment, Communication, Collaboration, Consequences) does Mark demonstrate?

Scenario 2B: Dollar World Distribution Center

(Weak Accountability)

Kevin Nadir, a warehouse worker for less than a year, is rushing to finish an order and leave for the weekend.

Instead of using a step ladder, Kevin stands on a shelf. Climbing down, he knocks dishes onto the floor, breaking several. Rather than reporting it, he pushes the carton to the back of the shelf.

Kevin's scanner shows an item is available at another location across the warehouse. He ignores this and marks the item "out of stock."

Kevin leaves a pallet jack in the middle of an aisle. Later, a forklift driver must move it.

Kevin tells his supervisor the order is "almost complete" so he can leave for childcare pickup. His replacement discovers only half the items were pulled, and two are wrong.

Guiding Questions for Scenario 2B:

1. List FOUR examples of Kevin failing to be accountable:

2. Kevin hid the broken dishes. What are the consequences for: (a) Kevin, (b) coworkers, (c) the company?

3. Kevin lied about how much work was done. How does dishonesty relate to accountability?

4. Kevin had a legitimate reason to leave (childcare). How could he have handled this accountably?

Comparison Questions:

5. Compare Mark and Kevin. What specific Habits of Mind does Mark demonstrate that Kevin does not?

SCENARIO SET 3: Environmental Services (Hospital)

Scenario 3A: Valley General Hospital -- Day Shift

(Strong Accountability)

Rosa Gutierrez has worked as an environmental services (EVS) technician at Valley General Hospital for three years. Today she is assigned to clean and disinfect patient rooms on the surgical recovery floor.

While cleaning Room 312, Rosa notices a small crack in the wall-mounted sharps container. It still functions, but she reports it to her supervisor, James, and fills out a maintenance request form. She places a temporary warning label on the container.

Her next assignment is a terminal clean for a patient who was in isolation for a drug-resistant infection. Rosa carefully follows the facility's enhanced disinfection protocol -- using the correct chemicals, contact times, and PPE. A newer coworker, Anthony, asks if he can skip wiping down the bed frame rails since the patient has already been discharged. Rosa explains why every surface matters and walks him through the full checklist.

At the end of her shift, Rosa realizes she forgot to restock the hand sanitizer in Room 308. Instead of leaving it for the next shift, she goes back and completes the task before clocking out. She notes it in her shift log.

Guiding Questions for Scenario 3A:

1. List THREE specific actions Rosa took that demonstrate accountability:

2. Rosa caught her own mistake with the hand sanitizer. How does catching and fixing your own errors show accountability?

3. How did Rosa support Anthony without doing his work for him?

Scenario 3B: Mountainview Medical Center -- Evening Shift

(Weak Accountability)

Derek Sloan has been an EVS technician at Mountainview Medical Center for eight months. He is assigned to clean the emergency department tonight, which is always busy.

Derek's supervisor reminds him that the ER waiting area needs extra attention because of flu season. Derek wipes down the chairs but skips the door handles, light switches, and check-in counter. He tells himself, "Nobody notices those anyway."

A nurse asks Derek to do an urgent room turnover for an incoming trauma patient. Derek says he'll get to it after his break. The nurse has to clean the room herself to prepare for the patient.

Later, Derek's coworker Mia asks him to help mop a spill in the hallway. Derek says, "That's not my zone." A visitor slips on the spill twenty minutes later.

When Derek's supervisor asks about the incomplete ER cleaning, Derek says, "I was pulled in too many directions. They need to hire more people."

Guiding Questions for Scenario 3B:

1. List THREE actions (or failures to act) that show Derek lacked accountability:

2. Derek said door handles don't matter. Why is cutting corners in a hospital setting especially dangerous?

3. A visitor slipped because Derek refused to help. What are the consequences for Derek, the hospital, and the visitor?

Comparison Questions:

4. Compare Rosa and Derek. Which Habits of Mind does Rosa practice that Derek does not? Give specific examples.

SCENARIO SET 4: Welding / Fabrication

Scenario 4A: Appalachian Steel Fabricators

(Strong Accountability)

Carlos Rivera is a certified welder at Appalachian Steel Fabricators. He has four years of experience and is working on structural beams for a highway bridge project. Quality standards are strict -- every weld must pass X-ray inspection.

While welding a critical joint, Carlos notices porosity (tiny gas pockets) forming in his bead. He could continue and hope it passes inspection, but instead he stops, grinds out the defective section, adjusts his shielding gas flow, and rewelds the joint. He logs the issue and the corrective action in his quality report.

A first-year apprentice, Tyler, is struggling with vertical-up welding technique. Carlos takes fifteen minutes during lunch to demonstrate proper rod angle and travel speed. He encourages Tyler to practice on scrap metal before attempting the real work.

Near the end of the day, Carlos realizes the welding rod lot number on his work order doesn't match the rod he's been using. The specifications are identical, but Carlos reports the discrepancy to his foreman and documents it rather than hoping no one checks.

Guiding Questions for Scenario 4A:

1. Carlos could have ignored the porosity and hoped it passed inspection. Why did he stop and redo the weld?

2. How did Carlos demonstrate accountability toward Tyler, the apprentice?

3. The rod lot number difference was minor. Why did Carlos report it anyway? What does this say about integrity?

Scenario 4B: Summit Metalworks

(Weak Accountability)

Jason Pratt is a welder at Summit Metalworks with two years of experience. He is fabricating handrails for a commercial building. The shop is behind schedule and the foreman is pressuring everyone to move faster.

Jason notices his welding helmet's auto-darkening lens flickers intermittently. Rather than stopping to get it replaced, he continues working. "It's probably fine," he thinks. A coworker, Luis, mentions he saw the flicker too. Jason tells Luis, "Mind your own business."

While grinding a weld, Jason skips putting on his safety glasses because they fog up and slow him down. He also doesn't set up the grinding shield, sending sparks toward a nearby work area.

At the end of the day, Jason's supervisor finds two handrail joints that don't meet spec -- the welds are undersized. Jason says, "The drawings are confusing. Someone should have caught that in the check."

Guiding Questions for Scenario 4B:

1. List THREE examples of Jason failing to be accountable for safety:

2. Jason dismissed Luis's concern about the helmet. How does rejecting feedback undermine accountability?

3. Jason blamed confusing drawings for his undersized welds. What should he have done instead?

Comparison Questions:

4. Compare Carlos and Jason. How does Carlos's approach to quality and safety differ from Jason's? Which Habits of Mind explain the difference?

SCENARIO SET 5: Medical Assistant (Pediatric Clinic)

Scenario 5A: Bright Futures Pediatric Clinic

(Strong Accountability)

Keisha Williams is a certified medical assistant (CMA) at Bright Futures Pediatric Clinic. She has been in the role for two years. Today the clinic is overbooked and the waiting room is full of anxious parents and restless children.

While rooming a patient, Keisha takes vitals and notices the 4-year-old's temperature is 103.2F. The mother says she gave ibuprofen an hour ago. Keisha documents the temp, the medication time, and immediately alerts the physician rather than waiting for the doctor to review the chart later.

Between patients, the front desk asks Keisha to help with a billing question from a frustrated parent. Even though it's not her job, Keisha listens to the parent, apologizes for the confusion, and walks the issue to the billing coordinator personally.

At the end of the day, Keisha realizes she charted a patient's weight in pounds when the system uses kilograms. She immediately corrects the entry, notes the correction, and tells the physician about the error so the medication dosage can be double-checked.

Guiding Questions for Scenario 5A:

1. List THREE specific actions Keisha took that demonstrate accountability:

2. Keisha caught her own charting error. Why is self-correction important in healthcare? How does it show accountability?

3. The billing question wasn't Keisha's responsibility. Why did she help anyway? How does this relate to the 5 Cs?

Scenario 5B: Little Steps Family Practice

(Weak Accountability)

Brandon Cole is a medical assistant at Little Steps Family Practice. He has been in the role for about six months. The afternoon schedule is packed and Brandon is feeling overwhelmed.

While rooming patients, Brandon skips hand sanitizing between two exam rooms because "they're just well-child visits anyway." He also forgets to ask about allergies when rooming a new patient but doesn't go back to collect the information.

The physician asks Brandon to call a parent about abnormal lab results and schedule a follow-up. Brandon writes the task on a sticky note. By the end of the day, the sticky note is lost and the call is never made.

A coworker, Priya, asks Brandon if he stocked the vaccine refrigerator. Brandon says yes, but he actually forgot. Priya discovers the shortage the next morning when a patient is scheduled for immunizations.

When the office manager asks Brandon about the missed callback and the vaccine shortage, he says, "I had too many patients. Nobody told me those things were priorities."

Guiding Questions for Scenario 5B:

1. List FOUR examples of Brandon failing to be accountable:

2. Brandon lied to Priya about stocking the vaccines. How does dishonesty with coworkers damage a team?

3. The missed callback could have serious consequences for a child's health. How does Brandon's carelessness affect patient safety?

Comparison Questions:

4. Compare Keisha and Brandon. What Habits of Mind does Keisha practice that Brandon lacks? Give specific examples.

FINAL REFLECTION: Connecting the Scenarios

1. What are the TOP 3 behaviors that accountable employees consistently demonstrate?

2. What are the most common EXCUSES that unaccountable employees make?

3. Think about your own life. Describe a time you acted accountably AND a time you didn't. What did you learn?

4. Write your own definition of "employee accountability" in your own words:
