



“Nurse Drugs Administration – Paper Based” CONTEXT DESCRIPTION

Participants:

- One physician “Dr Ross”
- Two inpatients “Mrs Smith and Mrs Taylor”
- One Nursing Student “Manuela”
- One Support worker “Maura”
- One Registered Nurse “Rachel”

Patient case:

Mrs Smith is 30 years old, and she was admitted to a medical ward for hyperthyroidism. She has no clinical complications. The patient is affected by other chronic diseases. She is awake in her bed and waiting for her morning medications.

Environment:

In a medical ward of an Italian Hospital, there is an inpatient room with two beds occupied by Mrs Taylor and Mrs Smith.

Date and time:

The case is happening in the morning, at the beginning of the morning shift, during the drug administration round.

Participants required:

The level of experience required is related to drug administration activities, so the undergraduate nursing students have to be in their second year.

Personnel and equipment:

The staff involved is:

- one Registered Nurse, who enters the inpatient’s room with the therapy trolley;
- one Nursing Student, who is training to administer therapy supervised by the RN;
- one Physician, who interrupts the drug administration to modify the dosage;
- one Support Worker, who enters the inpatient room with the breakfast trays to distribute breakfast to patients.

No specific equipment is required, except for the therapy trolley (with all the devices required for drugs administration, all therapy charts for each patient and clinical documentation) and the breakfast trays.

Case briefing before the situation:

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We are in a Medicine Unit, at the beginning of the morning shift and the morning medications are going to be administered.

Situation, when the scenario begins:

Scene 1:

It is handover time in the medical room. Dr Ross tells the nurse who is starting her shift that during the morning he will change the prescription of some drugs for Mrs Smith, but he cannot do it straight away. He tells the nurse to go ahead and administer the medications to the patients, specifying that he will see her later.

[A nurse and a student prepare the medicine trolley and check that there is everything they need to administer the drug therapy]

Scene 2:

[A nurse and a student enter the room where there are the two inpatients, Mrs Smith and Mrs Taylor, to administer their medicines].

The student actively identifies the patient by asking her to say her name, surname and date of birth. At the same time, the student checks her identification bracelet.

Mrs Smith wants to know what kind of drugs she is going to take because she wants to know if she has to take them before or after her breakfast, which the support worker is distributing in the meanwhile.

In the meanwhile, Mrs Taylor – lying in bed next to Mrs Smith, insistently asks the student if she can take her medication, which was left on her bedside table and that she takes by herself.

The supervisor tells the patient that she needs to wait.

The supervisor reminds the student to focus on the therapy of Mrs Smith.

While the supervisor and the student check the pharmacological prescription, the supervisor reminds the student to pay attention and remain focus on.

The physician, Dr Ross, enters the room and tells to the student and the supervisor that he has to change the dosage of Thiamazole for Mrs Smith.

The student tries to keep concentrated, with the help of the supervisor, to administer the correct therapy to Mrs Smith.

But the continuing distractors do not facilitate this activity, and the student is visibly in difficulty; begins to flick through the various therapy prescriptions with obvious doubts regarding the safety of the patient related to drug administration.





Given the situation of risk of error, the tone of the supervisor becomes strict; first, she interrupts the administration of the drug; then she asks Dr Ross to check together Mrs Smith's therapy to avoid any mistakes.

Then, the student begins to prepare the therapy for Mrs Smith, but the support worker enters in the room to call the nurse for an emergency with another patient. The supervisor goes out following the support worker.

The student, alone in the room, decides to conclude and administer the therapy to Mrs Smith. The patient takes one pill but interrupts herself because she realises that was an unusual pill. So the student rechecks the prescription and goes out in a hurry.

Script

1° scene:

Supervisor: Manuela, have you got everything with you for the therapy?

Manuela: Yes, of course. But I just want to check again the checklist because I want to be sure.

Supervisor: Do you have everything for the oral therapy?

Manuela: Yes, of course.

Supervisor: Did you wash your hands?

Manuela: No, but I was going to wash my hands right now.

Supervisor: Ok, perfect. So, let's go.

Doctor Ross comes in.

Dr. Ross: Good morning, I probably have to change the dosage of Mrs. Smith's therapy.

Supervisor: Ok Doctor, please, could you give me the chart of the therapy for this patient that we are going to check ?

Dr. Ross: I don't have it now. I have to go to my office to check some patient exams...Go ahead, I'll be with you shortly.

Supervisor: Ok, let's go.

2° scene:

The nurses knock on the door and ask to come in.

Manuela: Good morning. I'm Manuela, I'm a nurse student and today I will give you the therapy.

Mrs Smith and Mrs Taylor: Good morning!

Supervisor: I'm Rachel, I'm the student's supervisor and, like she said, she is here to give you the therapy this morning. I will be here next to her to make sure she does everything properly.

The student comes near to the patient Mrs. Smith and asks her if she slept well.

Manuela: Mrs. could you tell me your name, please?

Mrs Smith: I'm Johanna Smith.

Manuela: Mrs Smith, have you got an ID bracelet on?

Mrs Smith: Yes. Here it is.

Manuela: I just need to check your personal details. Can I look your ID bracelet, please?

Mrs Smith: Certainly.

Manuela: Thank you. What's your date of birth, please?

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Mrs Smith: The 20th of November 1980.

Manuela: 20th of November 1980, right... ok... Did you sleep well last night?

Mrs Taylor: Yes, very well.

Mrs Smith: Yes... fine, I slept enough, but there were a lot of noises during the night.

Mrs Taylor: Oh yes, that's true, but there are a lot of patients.

Manuela: I'm sorry, we know but... try to rest. You need a little patience.

Mrs Smith: mmm ok... Excuse me, I have a question for you, which pills do I have to take this morning?

Manuela: I'm checking the prescriptions right now. Just a minute please.

The student Manuela is starting to check the therapy for Mrs. J. Smith.

Supervisor: Manuela, if you need any help or some advice, just ask.

Manuela: Ok, thank you.

Mrs. Taylor: Sorry, but what about me?

Manuela: Mrs. Taylor, once I have finished with Mrs. Smith I'll give you your therapy, don't worry.

Mrs. Taylor: ok, but... can I take my pills that are on my bedside table?

Supervisor: Mrs. Taylor, not now. Please, wait a minute.

The situation becomes confused, because the support worker Maura comes in the room and asks about breakfast. Maura comes in again to give breakfast to the patients.

Maura (to the nurses): Sorry to interrupt, but this morning I'm in a hurry. I just want to leave the breakfast trays on the bedside tables.

Maura (to the patients): Morning ladies, how are you?

Maura (to J. Smith): Susan, do you prefer milk or tea?

Mrs. Smith: Susan? Sorry, who is Susan? I'm Johanna!

Maura: Oh, I'm very sorry Mrs Smith we have another patient with the same name, but of course I know who you are! I got confused... sorry.

Mrs. Smith (to Maura): oh ok... don't worry. I would like some milk.

Mrs Taylor: I'd like some tea please... But, excuse me, may I have my breakfast or do I have to wait for the pills?

Supervisor: No. Please wait, don't eat yet. We must first finish checking the prescription. Mrs Smith you have to wait too, please.

Maura goes out, and then comes back to collect the breakfast trays.

The supervisor realizes that Manuela is confused about the therapy that she is going to prepare.

At the same time, Dr. Ross comes in the room.

Dr. Ross: Morning everyone. Rachel I have to change the prescription for Mrs. Smith.

The supervisor gives to the Doctor the chart and he updates the dosage for Mrs. Smith.

Supervisor: Manuela, keep calm please, and always check everything very carefully. I don't want you to make some mistakes.

Manuela: Ok... I was reading the therapy for Mrs Smith, but I'm not sure what has changed with regard to the medications for this patient.

Supervisor: Ok. Please stop, don't go on. Dr Ross, could you please write on one chart the full therapy for this patient? Otherwise, it is confusing and difficult for us to work.

Dr. Ross: Of course Rachel, there is a little confusion, I'll write the prescription again.

Dr. Ross goes out and write the full therapy on one chart. Then he comes back to the room

Supervisor: Thank you very much.





Dr Ross: ok, now it is all clear.

Dr. Ross goes out.

Then Maura enters the room and informs Rachel about an emergency.

Maura: Excuse me Rachel, but Mrs White in room 2 doesn't feel well, and she's looking for you!

Supervisor: ok, Manuela, I'll soon be back!

Rachel goes out of the room and leaves the student alone. Then the student restarts to prepare and to administer the drug and gives Mrs. Smith a pill.

Manuela: Sorry for these difficulties Mrs. Smith, this is your therapy, so you can have your breakfast.

Mrs. Smith: Thank you, I'm hungry and the milk is cold!

Mrs. Smith takes her pill, but notices that the pill is not the usual one.

Mrs. Smith: Excuse me, could I ask what drug it was? Because I have never taken a pill of that colour, and I don't know if I have to take a new medication...

Manuela rapidly checks the prescription again and realizes that she had made a mistake. Then she goes out of the room to look for her supervisor.

Manuela (to patients): Excuse me, I'll soon be back.

Mrs Smith: Is there any problem?

Manuela: No no...

Mrs Taylor: Sorry, but my therapy?

Manuela: I'll soon be back, sorry.

Manuela goes out in a hurry.

3° scene:

Manuela (to her supervisor): Rachel, I have to tell you that I made a mistake...

Supervisor: What kind of mistake?

