

Enhancing the Patient and Family Experience: A Team Activity

Reflect on each situation.	What do you think? Yes or No? And cite your reasons!
<p>1. It's 2 am and there's loud talking at the nurses' station....very loud talking. Marty suddenly realizes how loud the talking is and she herself quiets down, because she knows she and her coworkers must be disturbing patients. Is Marty doing enough?</p>	
<p>2. Mrs. Kennedy has been Joan's patient for five days. Joan has seen Mrs. Kennedy's symptoms worsen. On day 4, Joan tells Mrs. Kennedy's doctor that she thinks Mrs. Kennedy is becoming septic. The doctor says not to worry—that he saw her that morning. The next day, Joan felt even more strongly that sepsis had set in... and she called the doctor. The doctor said he, not she, is the doctor, and he is well aware of how Mrs. Kennedy is doing, and that in fact, he isn't concerned. Should Joan let it go and hope for the best?</p>	
<p>3. Max is on the staff. He stops into a public restroom in his hospital on his way to lunch and finds it utterly filthy. He thinks to himself, "How embarrassing that the public sees this!" He picks up some trash from the floor, and while it helps, the bathroom is still a mess. Max goes to lunch. Did Max do enough?</p>	
<p>4. Fanetta notices that the Hannah the lab tech does not wash her hands between patients. One time, she says to Hannah, "I think you might have forgotten to wash your hands after your last patient." Hannah tells her to mind her own business, and Fanetta notices that Hannah continues her pattern of not washing her hands. Should Fanetta let it go?</p>	
<p>5. A tech steps into the reception area to locate a patient who has been waiting and take her to an exam room. The receptionist overhears the tech say to the patient, "I'm sorry about the long wait. We're very short-staffed." The receptionist thinks that comment makes their clinic look bad, like it's not safe for patients. "Oh well," she thinks; "I'm just a receptionist." Should the receptionist let it go?</p>	