

Case Study 2: Burned Out

- ▶ You are the Director of Nursing at a small rural hospital in Idaho. You are short-staffed and preparing a memo to ask nurses to take extra shifts to cover the schedule. Then an email hits your in-box.
 - ▶ One of your nurses made a terrible mistake last night. During the second of a double 12, two twelve-hour shifts in two days, he grabbed the wrong medication.
 - ▶ About nine hours into his shift, an agitated elderly patient needed a sedative. Reaching for Versed, he grabbed vecuronium, a paralyzing drug. He clearly failed to read the label, the scanner to check ids was misplaced at the time, and an alarm rang across the hall following delivery of the meds. The patient died.
 - ▶ You are a newly minted administrator with a young family. The police are asking for an interview. On reviewing the nurse's employee file, you remember you forgot to request the transcript of the nurse's degree during hiring. You were so exhausted at that time with sick kids. When it arrived after hiring, you saw that the nurse had an LPN certification instead of the RN that was verbally affirmed in the interviews. You were so short-staffed; you buried that mistake.
 - ▶ At the end of the detective's interview, no mention of education was asked. Do you admit your mistake? Your annual review is later in the afternoon. Do you admit your mistake?
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What is your instinctive response? What shapes your decision?

- ▶ _____

What are two consequences that you need to consider that result from your instinct?

- ▶ _____
- ▶ _____

Gather any facts available to you

- ▶ _____

Who are the primary characters/institutions? Stakeholders?

- ▶ _____

What is the Key Ethical Issue that relates to Burnout?

- ▶ (Frame ONE key issue that you think is most important as a completing claim between two parties:
▶ Should the first party do something or should the second party do something else?)
- ▶ _____

What are the specific tensions, principles, or rights that are in tension?

- ▶ _____

Apply Williams Method of Moral Assessment

- ▶ Define; Assess the virtue; Invert One & Many; . One: _____; Many: _____
- ▶ Assess the Inversion; Oscillate wisely

What is your Plan of Action?

- ▶ _____