

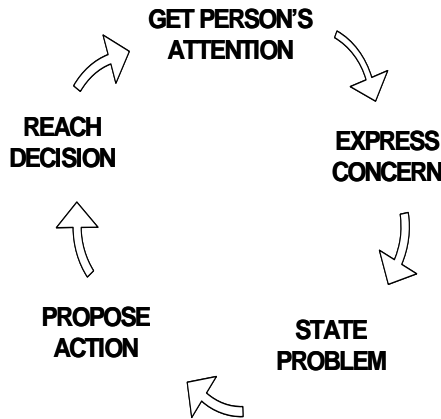
Scenario Expanding Hematoma. How to Use SBAR, Advocacy and Team Behaviors to Improve Patient Outcomes.

Scenario Goals: There are 3 goals for this scenario.

Goal 1: Identify opportunities in the scenario where SBAR can be used to improve the quality of the communication between the providers and with the patient.

S	Situation:	Identify the patient. State the Problem Get the person’s attention. Convey Urgency (5-10 seconds)
B	Background:	Give background data pertinent to the reason for calling.
A	Assessment:	Tell them what you think is going and why.
R	Recommendation:	What you want them to do

Goal 2: Identify opportunities in the scenario where providers can use assertion to effectively advocate for the patient (“Advocacy” is a team behavior while “assertion” is one way to advocate effectively). Demonstrate how to integrate assertion into an SBAR to effectively advocate for the patient?



Goal 3 Identify opportunities in the scenario where team behaviors might have improved the care delivered to the patient.

Health Team Training Behaviors	Facilitator Questions Relevant to Team Behaviors
Briefings	Is the plan of care clear?
Patient Centered Care	Is the patient involved?
Communication	Is the communication with the patient and between the providers direct, clear, and effective?

Inquiry	Are the providers asking the patient and each other questions?
Situation Awareness	Are the providers thinking ahead?
Situation Awareness	Is an appropriate sense of urgency being communicated?
Resource Management	Is the workload distributed appropriately?
Workload Management	Are the providers asking for and receiving help when needed?
Leadership	Is there a clear leader? Is the leadership effective?
Advocacy	Are the providers able to use assertion to advocate for what the patient needs.
Situation Awareness	Does the team have a complete, updated picture of what is happening with the patient from moment to moment?

Can you hear me now? A case of the post-op hematoma

There are 4 speaking roles.

1. The facilitator (narrator)
2. Dr. Allen (the house officer)
3. Mr. Jones (the patient)
4. Nurse Daley (AM nurse)

Begin the Scenario

Facilitator Reads: The patient, Mr. Jones has just undergone a total thyroidectomy and radical neck dissection for a medullary thyroid carcinoma. After completion of the surgery, the patient is transferred from the post-operative recovery room (PACU) to a medical surgical unit. For the first few hours after admission to the medical surgical unit his condition remains stable.

1800

Nurse Daley (read out loud what the Nurse Daley is thinking in her head). *“Two hours after Mr. Jones is transferred to the floor, I go to see him and notice he has a small hematoma on his right anterior neck. The hematoma is lateral to the pressure dressing and it is as big as an egg.”*

Nurse Daley (directly to Mr. Jones)

“Mr. Jones, how does your neck feel? When I push here (gently on the hematoma) does it hurt?”

Mr. Jones

“I don’t know. Everything hurts.”

Nurse Daley (read out loud what the Nurse Daley is thinking in her head)

“This hematoma doesn’t look right to me. I’d better call the house officer Dr. Allen and let him know what’s going on.”

2010

Nurse Daley (calls the house officer Dr. Allen on the telephone)

“Dr. Allen, I’m calling you about Mr. Jones in room 1437. He’s the patient who had a total thyroidectomy and right modified radical neck dissection today. He’s been on the floor for 2 hours and now he has a small hematoma lateral to the pressure dressing. It’s as big as an egg.”

Dr Allen

“Sorry, can you wait a moment? Someone else is asking me a question. O.K., I’m back. Is he hoarse or having any difficulty breathing?”

Nurse Daley:

“Not at the moment”

Dr. Allen. “It sounds like you can watch it. Measure the hematoma and outline it. If it increases significantly over the next hour, call me back.”

Nurse Daley

“O.K., are you sure you’ll be available in an hour?”

Dr. Allen

“I should be but I’ve got a lot of sick patients to see and I’m running behind. Call me if you need me.” **(Phone call ends)**

Nurse Daley (read out loud what the Nurse Daley is thinking in her head)

“I wish Dr. Allen would just come to the bedside and look at the hematoma himself. I don’t think he understands that any swelling with a radical neck can indicate an expanding hematoma. I gave him all the information he needed. Why do the residents always say to measure it and call back in an hour? I know Mr. Jones isn’t hoarse and he is breathing o.k. now. But I’m still uncomfortable.”

STOP/DEBRIEF

Continue the scenario...

Facilitator

2010-2110

Nurse Daley goes into the room and checks Mr. Jones. She notices the hematoma has increased 1-2cm in size along the margins over the last hour.

2110

Nurse Daley (read out loud what the Nurse Daley is thinking in her head)

“Mr. Jones seems to be very anxious. His neck and the hematoma definitely look a bit bigger.”

Mr. Jones (speaking to the Nurse Daley)

“Is there something wrong? You seem to be concerned about my neck. Is there a problem? Why hasn’t the doctor checked me if you are that worried. You’re making me nervous.”

Nurse Daley

“Mr. Jones, I’ve talked to the doctor and he will come as soon as he can. He’s taking care of a lot of very sick patients tonight. He’s really busy. You seem very anxious. You have some Ativan ordered. Would you like some to help you relax?”

Mr. Jones

“I don’t need any medicine to calm me down. I just want to see the doctor so he can make sure everything is O.K.”

Nurse Daley

“Mr. Jones, I’m doing my best to get the doctor here. “

2130

Nurse Daley

“Dr. Allen, I’m calling you again about Mr. Jones. His hematoma looks bigger. I’d like you to come and see him now. He’s still quite anxious and he’s not happy that he hasn’t seen a doctor yet.

Dr. Allen

I’m sorry. I’m doing the best I can to get there. I’m still tied up with this patient in respiratory distress. I think I can finish things up here soon. I’ll get there as quickly as I can.”

Nurse Daley

“Is there anyone else I can call?”

Dr. Allen

“Everyone is just as busy as I am. Our team has gotten slammed. We’ve had 12 admissions. We all are doing the best we can. Compared to some of the other patients, it sounds like he can wait a bit longer. Call me back if things change.”

Dr. Allen (read out loud what Dr. Allen is thinking): *I wish the nurses would prioritize their calls and stop calling me every 2 minutes so I can actually see all the patients they want me to evaluate. I’ve gotten 10 pages in the last hour and half of them require a non-urgent signature or some silly clarification.*

Nurse Daley: (read out loud what the Nurse Daley is thinking in her head)

“I wish Dr. Allen would just come and examine Mr. Jones. I’m sure we are going to have to go back to the OR and evacuate the hematoma. If Dr. Allen is too busy, I’ll call the in-house anesthesiologist just to be safe. Mr. Jones is getting increasingly anxious and wants to talk with an MD. If the anesthesiologist comes, maybe Mr. Jones will calm down.

STOP/DEBRIEF

GOAL FOR THIS DEBRIEFING: DEMONSTRATE HOW TO USE ASSERTION TO EFFECTIVELY ADVOCATE FOR THE PATIENT

Continue the scenario...

2140

Facilitator

“While waiting for the anesthesiologist and Dr. Allen to arrive, Nurse Daley decides to check Mr. Jones again. His vital signs are normal.

Nurse Daley (read out loud what the Nurse Daley is thinking in her head)

“Mr. Jones is not short of breath, his vital signs are stable, and he is not hoarse. But I am concerned that he is now complaining of increasing neck pain and that something just doesn’t feel right about how he’s acting. “

2155

Facilitator

The anesthesiologist who Nurse Daley asked to see the patient arrives and begins to examine Mr. Jones. Five minutes later, Dr. Allen arrives at bedside and anesthesia leaves.

2200:

Dr Allen arrives and begins to examine Mr. Jones.

Nurse Daley (read out loud what the Nurse Daley is thinking in her head)

“Dr. Allen takes off Mr. Jones neck dressing and I notice a large hematoma visible on the Mr. Jones right neck. It radiates toward the back and down the right shoulder. Now I’m sure we’re going back to the OR. I should page the attending MD while Dr. Allen is examining the patient. I’ve worked with this attending for years. I know he’d want me to call him.”

2230

Facilitator Reads

The attending returns Nurse Daley’s page. Nurse Daley talks briefly to the attending then hands the phone to Dr. Allen, who has just finished examining Mr. Jones.

2230

Nurse Daley (read out loud what the Nurse Daley is thinking in her head)

Dr. Allen seemed a bit surprised when I handed him the phone to talk to the attending. He briefly talked to the attending and then applied direct pressure to the hematoma for the next 15 minutes. There is silence in the room.

2245

Dr. Allen to the Nurse Daley

“Everything is under control.” I think Mr. Jones is stable for now.”

Nurse Daley

“Dr. Allen, I want you to know I called the attending because I have always seen him come in immediately under similar circumstances and assess the patient on his own. Did the attending say he is on his way?”

Dr. Allen

“No he is not”

Nurse Daley

“That surprises me.”

Dr. Allen

“I told the attending that everything was o.k. and that I thought it was appropriate to continue to observe the patient. Most of the swelling is on the lateral side of the neck directed away from the patient airway. There is no tracheal deviation. I don’t think Mr. Jones is in any immediate danger. I wouldn’t be surprised if the hematoma continues to increase 1 cm more around the margins. If it expands more than that, call me. I’ll be on my beeper.”(Dr. Allen leaves the room”)

Nurse Daley (read out loud what the Nurse Daley is thinking in her head)

“I feel quite uncomfortable with the plan. I leave the room and call the anesthesiologist who had come earlier and update him as to the patient’s condition. I tell the anesthesiologist that I’m concerned about the patient he had seen earlier and let him know that we are going to have to take Mr. Jones back to the OR at some point.”

STOP/DEBRIEF

GOAL FOR THIS DEBRIEFING: FOCUS ON TEAM BEHAVIORS

Continue the scenario...

Facilitator 01:15-02:00

Over the next 45 minutes the patient’s condition deteriorates rapidly. The growing hematoma compromises the patient’s airway. Mr. Jones is rushed to the OR.

STOP/DEBRIEF

GOAL FOR THIS DEBRIEFING: WRAP UP THE DISCUSSION