
EXAMPLE CASE

IT IS 3 P.M. AND THE YOUNG NURSE UTA MAIER WANTS TO SAY GOODBYE TO HER WARD MANAGER, THE EXPERIENCED JULIA SCHMID, AT THE END OF HER SHIFT. WARD MANAGER JULIA ASKS IN A SLIGHTLY IRRITATED TONE: "DID YOU CHANGE MS. L.'S INFUSION BOTTLE? OF COURSE, UTA REPLIES AND GOES HOME WITH A BAD FEELING. AT HOME SHE IS STILL PONDERING WHETHER THE WARD MANAGER, JULIA, STILL BLAMES HER FOR FORGETTING TO PUT ON THE INFUSION THAT WAS SCHEDULED FOR 6 P.M. YESTERDAY WHEN SHE HAD THE LATE SHIFT.



Picture: Fotolia



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