Special Case

STAGES	SHIFT STARTS		PATIENT CARE						ASSAULT		BREAK TIME		SHIFT ENDS	
DOING	Getting to the hospital/check in	Assignment and Transfer from Last Nurse	Introduction	Checking Vitals	Administering Care	Charting	Retrieving Medicines	Administering Medicines	Gets physically assaulted by a patient	Calls for help	Calls for help	Transfer to Next Shift's Nurse	Leaving Hospital/Going Home	
THINKING	Do I have my badge? Will I find parking? How long will my shift be today? Do I have everything I need for the day?	Where will I be assigned today? What patients will I be taking care of today? How long will the transfer take from the past nurse? How intense is the patient load today?	Is this the right patient that I'm supposed to see? How does the patient feel? What is the patient's self reporting? What can I do to connect with the patient? Can I establish trust with the patient?	What vitals do I need to check? Has there been any big change in the patient status since the last check? Is the equipment working? Does the equipment need to be adjusted? Is everything correctly attached to the patient?	Does the patient need anything new administered or changed? How much time will it take to change what the patient needs? Do we have enough of what the patient needs stocked? Does the patient need this intervention now, or should it be done later?	Do I have all the info I need to report this accurately? Have I made any mistakes? Are there any big changes from the last charting? How much time will it take to finish charting all my patients?	Do we have the meds that I need? Do I have what I need to open the meds cabinet and log the retrieval? What meds did the doctor say were needed? Did the doctor prescribe the correct meds?	I have to double check that this is the right patient and right meds Was there any miscommunication throughout this process? How easy will it be to administer this medicine? Do I have the right training to administer this medicine?	How do I defend myself without hurting the patient? How do I bring the situation under control? Can I de-escalate? What is causing the patient to react violently? Does the patient have a goal to their outburst?	How do I call for help? Who is capable of helping me in this situation? Where is the nearest help?	How long will I need to wait for the float nurse? Will the nursing lounge facilities be free for use? Should I take a quick nap or eat something? Should I use the break to study?	Do I have to do anything else for my patients before the transfer? Do I have all the information collected to transfer? Does this nurse understand what I'm telling them? Was there anything that I missed? Was the transfer successful?	Does the supervisor know I'm done? Do I have to do anything before leaving? Do I have all of my belongings? Do I have to bring anything home with me?
FEELING	I'm tired from how long my last shift was. I'm stressed from knowing I'll need to study during this shift. I'm anxious about how intense this shift will be.	Will any of these patients be dangerous? Has the handoff from the past nurse missed anything? I'm worried that the charting might not be accurate	I wish I had more time to connect with the patient I want to make my patients feel better and feel less stressed I have to move so fast to reach every patient.	This part is boring Business as usual I'm already tired. I wish the machines could do this for me.	I wish somebody could help me out and bring me the supplies I need. I hope this doesn't stress out my patient. I hope that this makes my patient feel better.	Charting takes forever! I hate that I'm doing data-entry instead of taking care of my patients. I wish this could be done for me. I hope I didn't mess up anything in this reporting. I'm anxious that if I didn't report everything I could be sued later.	I hate how much effort it takes to get these meds. I hope I have the right meds for this patient I hope that this makes my patient feel better Will this actually fix the patient, or will I have to come back to do this multiple times for them?	I don't want to get sued if something goes wrong. I wish that this didn't take so long so I could take a quick break I feel empathy for my patient's suffering.	I'm shocked, I was not anticipating this action. I'm scared, this patient is incredibly powerful.	I feel helpless, I'm unable to get immediate attention. I feel disappointed in the system.	I feel relieved to finally get a moment of peace. I am annoyed, why is the float nurse taking so long to arrive? I'm too tired to learn anything now I don't know if I have the time to take a break right now. My legs are killing me, I need to sit down.	I hate how long this transfer takes. I'm frustrated that I'm done with my job and I have to stay here longer to do this transfer. I'm so tired right now.	I'm excited to see my family I'm beyond tired I want sleep so badly I hope I don't have to deal with traffic
EXPERIENCE	SELF CARE PATIENT CARE ADMIN REQUIREMENTS	SELF CARE PATIENT CARE ADMIN REQUIREMENTS	SELF CARE PATIENT CARE ADMIN REQUIREMENTS	SELF CARE PATIENT CARE ADMIN REQUIREMENTS	SELF CARE PATIENT CARE ADMIN REQUIREMENTS	SELF CARE PATIENT CARE ADMIN REQUIREMENTS	SELF CARE PATIENT CARE ADMIN REQUIREMENTS	SELF CARE PATIENT CARE ADMIN REQUIREMENTS	SELF CARE PATIENT CARE ADMIN REQUIREMENTS	SELF CARE PATIENT CARE ADMIN REQUIREMENTS	SELF CARE PATIENT CARE ADMIN REQUIREMENTS	SELF CARE PATIENT CARE ADMIN REQUIREMENTS	SELF CARE PATIENT CARE ADMIN REQUIREMENTS	SELF CARE PATIENT CARE ADMIN REQUIREMENTS

OPPORTUNITIES

Shift Starts

- Streamline the parking experience by using the watch to gain access

- Create an ID/access system that is less intrusive than a badge

- Automatically log start of shift timekeeping as soon as nurse enters building

- Make transfer of information easier during shift change by adjusting cognitive load

- Create early notice system of patient assignment so the nurse will know patient count and needs as soon as possible.

Patient Care

- Confirm patient identity through location enabled data.

- Have patient self reporting automatically load into charting system.

- Have section of charting cover patient temperament issues.

- Vitals sync to charting automatically so nurses can reduce time in system and can see historical data.

- Have constant vitals uploaded so no change in status will be missed, even when nurse is not present.

- Have system diagnostic available to ensure that they are working properly.

- Create to-do list for nurse that syncs to them automatically when entering a patient room, including meds schedule.

- Dynamic system that can show doctor/nurse changes for the patient
- Patient intervention system that is synced to overall network
- Quick call system to get additional help from nurses or additional prescriptions

- Check system to reduce charting errors
- Voice to text charting
- Charting layout that is more efficient (auto-fill, ongoing vitals included, quick check of previous entries)

- Have identification so med cabinet will already suggest nurses patients as quick options.

- Have charting update automatically when gaining and administering meds.

- Have system confirm that patient is getting correct meds and correct doses

- Easier access to portable information
- Communication training between nurses and patients
- System of checks to reduce medical errors
- "Smart" med containers that sync to patient prescriptions

Assault

- Create a quick response system that's easy to access
- Reduce factors that trigger patients
- Improve nurse self-defense preparedness
- Desescalation training
- Conflict resolution training
- Create stronger emergency communication methods between staff

Break Time

- System to monitor the nurse's stress levels
- Automatically logs time for billable hours

Shift Ends

- Shift patient info using more efficient digital transfer system
- Streamline in-person exchange process
- Automate system for logging billable hours and adjusting break time taken
- Streamline the parking experience by using the watch to gain access to lot
- Destress program provided by hospital
- Check system to reassure that all tasks have been accomplished
- Notification system of upcoming shifts