

## PAMI Script 1

*Scene: Emergency department at 7 am shift change. Tired, haggard doctor leaving and new nurse/doctor team arriving.*

Nurse 1: Hey doc, you know that 18 year old you just discharged?

Doctor 1: The one with the miscarriage?

Nurse 1: That would be the one

Doctor 1: Yeah, what about her?

Nurse 1: Well she's in triage. Boyfriend says she "passed out" while walking across the parking lot to wait for the bus.

Doctor 1: Great! This has been the longest shift. Just give her some Gatorade and see if we can get her a cab voucher. She was here all night.

Nurse 1: We're going to have to check her back in.

Doctor 1: I don't see why, but whatever...

Doctor 2: Hey, sorry I'm late. Traffic was terrible. Ready to check out?

Doctor 1: Absolutely. Don't worry about the girl in triage, you can have her outta here in no time. She had a miscarriage last night, got morphine, was cleared for discharge by OB.

Doctor 2: No worries-I'll go take a look at her.

Nurse: I just put her in room 2

Dr. 2: Hello Ms. Durr. I'm Dr. Harris. What made you come back to the ER?

Patient: I'm still having a lot of pain and cramping. I remember walking out of the ER but don't remember what happened after that. My boyfriend says I blacked out. He caught me or I would have hit the concrete.

Doctor 2: I'm sorry to hear that. Let me ask you a few questions. Are you feeling weak or dizzy?

Patient: Yes

Doctor 2: When was the last time you had anything to eat or drink?

Patient: About 12 hours ago, before I checked in.

Doctor 2: No one gave you have anything to drink before you were discharged?



Patient: No, nothing

*Visual of doctor walking back to nursing station shaking head.*

Nurse: So, can she go home?

Doctor 2: No, let's review what happened on her last visit. Looks like she received Morphine at 5 am and was discharged at 6:30. Last vital signs were done at 5:15. BP was 90/60 and pulse 90. Did she get a fluid bolus?

Nurse: Don't see one ordered. Not sure why she didn't have another set of vital signs at discharge? Usually we offer fluids before discharge but she was probably sleeping.

Doctor2. Thankfully she didn't fall and have a head injury. Don't we have some kind of policy about discharging patients after receiving narcotics?

Nurse: I will look at our online policies.

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#### Key Patient Safety Discussion Points and Tips Related to Vignette #1

1. Communication

2. Turnovers, shift change and transition of care

3. Key discharge patient safety determinants: discharge vital signs, ability to tolerate fluids, pain level, transportation, ability to care for self or reliable care giver.....

4. Medication review

5. ED provider fatigue

#### Vignette Discussion Questions

1. If this patient had sustained an injury in your parking lot
  - a. How would you respond?
  - b. What is your hospital policy for onsite injuries?
  - c. Would you report to risk management?
2. What other questions would you ask the patient during her return ED visit?
3. Why are discharge vital signs important? Were the vital signs listed in the case normal or abnormal?
4. What are likely reasons for this patient to be sleeping?
5. What means of transportation home should have been recommended for this patient?

