

|                                       |                       |                                 |                                        |                               |
|---------------------------------------|-----------------------|---------------------------------|----------------------------------------|-------------------------------|
| <b>N</b>                              | <b>U</b>              | <b>R</b>                        | <b>S</b>                               | <b>E</b>                      |
| PT. ON PHONE                          | 2 NURSES CALL IN      | DECLINES MUCH NEEDED BATH       | PT HAS BM RIGHT AFTER BEING CLEANED UP | NAKED PT. IN THE HALLWAY      |
| CAN'T FIND MY PEN                     | PT. HAS 6 VISITORS    | NURSES UPSET ABOUT SCHEDULE     | ADMISSION IS A CODE BROWN              | PATIENT C/O DOCTOR            |
| PT. COMPLAINS ABOUT ANOTHER NURSE     | PT. WANTS AN ENEMA    | FREE SPACE                      | CALLED MD TO QUESTIONED ORDER          | MD MAKES RN WRITE ORDERS      |
| MISSED VENIPUTURE BECAUSE PT. WIGGLED | PT REFUSED CARE       | MISSING MEDS                    | MD CAN'T FIND PT CHART                 | NPO AND PT. EATS              |
| IV WON'T STOP BEEPING                 | CAN'T FIND MY PATIENT | OMG HAD TO DISIMPACT HER AGAIN! | RN MISSED HER BATHROOM BREAK           | CHEWED OUT BY A FAMILY MEMBER |

|                                                   |                                             |                                                    |                                        |                                      |
|---------------------------------------------------|---------------------------------------------|----------------------------------------------------|----------------------------------------|--------------------------------------|
| <b>N</b>                                          | <b>U</b>                                    | <b>R</b>                                           | <b>S</b>                               | <b>E</b>                             |
| PT.<br>WANTS<br>AN<br>ENEMA                       | ADMISSION<br>IS A CODE<br>BROWN             | PT HAS BM<br>RIGHT<br>AFTER<br>BEING<br>CLEANED UP | CAN'T<br>FIND<br>MY PEN                | NURSES<br>UPSET<br>ABOUT<br>SCHEDULE |
| DECLINES<br>MUCH<br>NEEDED<br>BATH                | RN MISSED<br>HER<br>BATHROOM<br>BREAK       | NAKED<br>PT. IN<br>THE<br>HALLWAY                  | CAN'T<br>FIND MY<br>PATIENT            | PATIENT<br>C/O<br>DOCTOR             |
| MISSED<br>VENIPUTURE<br>BECAUSE<br>PT.<br>WIGGLED | CALLED MD<br>TO<br>QUESTIONED<br>ORDER      | FREE<br>SPACE                                      | MD<br>MAKES<br>RN WRITE<br>ORDERS      | 2<br>NURSES<br>CALL IN               |
| MD<br>CAN'T<br>FIND PT<br>CHART                   | OMG HAD<br>TO<br>DISIMPACT<br>HER<br>AGAIN! | PT. ON<br>PHONE                                    | CHEWED<br>OUT BY<br>A FAMILY<br>MEMBER | PT<br>REFUSED<br>CARE                |
| MISSING<br>MEDS                                   | NPO<br>AND PT.<br>EATS                      | PT.<br>COMPLAINS<br>ABOUT<br>ANOTHER<br>NURSE      | PT. HAS 6<br>VISITORS                  | IV WON'T<br>STOP<br>BEEPING          |

|                                               |                                                   |                                                    |                                       |                                        |
|-----------------------------------------------|---------------------------------------------------|----------------------------------------------------|---------------------------------------|----------------------------------------|
| <b>N</b>                                      | <b>U</b>                                          | <b>R</b>                                           | <b>S</b>                              | <b>E</b>                               |
| CAN'T<br>FIND MY<br>PATIENT                   | OMG HAD<br>TO<br>DISIMPACT<br>HER<br>AGAIN!       | ADMISSION<br>IS A CODE<br>BROWN                    | NPO<br>AND PT.<br>EATS                | CALLED MD<br>TO<br>QUESTIONED<br>ORDER |
| PT. ON<br>PHONE                               | MISSED<br>VENIPUTURE<br>BECAUSE<br>PT.<br>WIGGLED | MISSING<br>MEDS                                    | PT. HAS 6<br>VISITORS                 | NAKED<br>PT. IN<br>THE<br>HALLWAY      |
| PT.<br>COMPLAINS<br>ABOUT<br>ANOTHER<br>NURSE | CHEWED<br>OUT BY<br>A FAMILY<br>MEMBER            | FREE<br>SPACE                                      | PT<br>REFUSED<br>CARE                 | MD<br>CAN'T<br>FIND PT<br>CHART        |
| PT.<br>WANTS<br>AN<br>ENEMA                   | PATIENT<br>C/O<br>DOCTOR                          | PT HAS BM<br>RIGHT<br>AFTER<br>BEING<br>CLEANED UP | RN MISSED<br>HER<br>BATHROOM<br>BREAK | DECLINES<br>MUCH<br>NEEDED<br>BATH     |
| MD<br>MAKES<br>RN WRITE<br>ORDERS             | 2<br>NURSES<br>CALL IN                            | NURSES<br>UPSET<br>ABOUT<br>SCHEDULE               | CAN'T<br>FIND<br>MY PEN               | IV WON'T<br>STOP<br>BEEPING            |