

|                                                   |                                                          |                                             |                                                |                                                                     |
|---------------------------------------------------|----------------------------------------------------------|---------------------------------------------|------------------------------------------------|---------------------------------------------------------------------|
| <b>B</b>                                          | <b>I</b>                                                 | <b>N</b>                                    | <b>G</b>                                       | <b>O</b>                                                            |
| PT.<br>WANTS<br>AN<br>ENEMA                       | 2<br>NURSES<br>CALL IN                                   | DECLINES<br>MUCH<br>NEEDED<br>BATH          | PT.<br>COMPLAINS<br>ABOUT<br>ANOTHER<br>NURSE  | NURSES<br>UPSET<br>ABOUT<br>SCHEDULE                                |
| CAN'T<br>FIND MY<br>PATIENT                       | PT. TAKES<br>MORE THAN<br>10 MINS TO<br>ANSWER<br>DOOR   | OMG HAD<br>TO<br>DISIMPACT<br>HER<br>AGAIN! | <b>AFTER<br/>HOURS<br/>VISIT</b>               | PT.<br>CANCELLED<br>VISIT AFTER<br>I WAS AT<br>HER HOME             |
| PT. ON<br>PHONE<br>DURING<br>VISIT                | REFILLS<br>FOR MEDS<br>NOT CALLED<br>IN BY LAST<br>NURSE | <b>FREE</b>                                 | ASSISTED<br>LIVING<br>CALLED<br>ABOUT A<br>PT. | HAD TO GO<br>BACK TO THE<br>OFFICE<br>BECAUSE<br>OUT OF<br>SUPPLIES |
| MISSED<br>VENIPUTURE<br>BECAUSE<br>PT.<br>WIGGLED | PT. HAS<br>6 HOUSE<br>GUEST                              | NAKED PT.<br>ANSWERS<br>THE<br>DOOR         | <b>FASTING<br/>LAB AND<br/>PT. EATS</b>        | OFFICE<br>BEEPED<br>ME MORE<br>THEN 6X IN<br>ONE DAY                |
| <b>DOG<br/>BITE</b>                               | CALLED MD<br>TO<br>QUESTIONED<br>ORDER                   | <b>PATIENT<br/>C/O<br/>DOCTOR</b>           | WEEKEND<br>ADMISSION                           | <b>CHEWED<br/>OUT BY<br/>A FAMILY<br/>MEMBER</b>                    |

|                                              |                                          |                                   |                                                      |                                             |
|----------------------------------------------|------------------------------------------|-----------------------------------|------------------------------------------------------|---------------------------------------------|
| <b>B</b>                                     | <b>I</b>                                 | <b>N</b>                          | <b>G</b>                                             | <b>O</b>                                    |
| REFILLS FOR MEDS NOT CALLED IN BY LAST NURSE | <b>AFTER HOURS VISIT</b>                 | PT. COMPLAINS ABOUT ANOTHER NURSE | <b>CAN'T FIND MY PATIENT</b>                         | OMG HAD TO DISIMPACT HER AGAIN!             |
| DECLINES MUCH NEEDED BATH                    | WEEKEND ADMISSION                        | NURSES UPSET ABOUT SCHEDULE       | CALLED MD TO QUESTIONED ORDER                        | PT. CANCELLED VISIT AFTER I WAS AT HER HOME |
| MISSED VENIPUTURE BECAUSE PT. WIGGLED        | ASSISTED LIVING CALLED ABOUT A PT.       | <b>FREE</b>                       | HAD TO GO BACK TO THE OFFICE BECAUSE OUT OF SUPPLIES | <b>2 NURSES CALL IN</b>                     |
| FASTING LAB AND PT. EATS                     | PATIENT C/O DOCTOR                       | PT. WANTS AN ENEMA                | CHEWED OUT BY A FAMILY MEMBER                        | PT. HAS 6 HOUSE GUEST                       |
| NAKED PT. ANSWERS THE DOOR                   | OFFICE BEEPED ME MORE THEN 6X IN ONE DAY | PT. ON PHONE DURING VISIT         | PT. TAKES MORE THAN 10 MINS TO ANSWER DOOR           | <b>DOG BITE</b>                             |

|                                                                     |                                                         |                                               |                                                        |                                                |
|---------------------------------------------------------------------|---------------------------------------------------------|-----------------------------------------------|--------------------------------------------------------|------------------------------------------------|
| <b>B</b>                                                            | <b>I</b>                                                | <b>N</b>                                      | <b>G</b>                                               | <b>O</b>                                       |
| CALLED MD<br>TO<br>QUESTIONED<br>ORDER                              | PATIENT<br>C/O<br>DOCTOR                                | AFTER<br>HOURS<br>VISIT                       | OFFICE<br>BEEPED<br>ME MORE<br>THEN 6X IN<br>ONE DAY   | ASSISTED<br>LIVING<br>CALLED<br>ABOUT A<br>PT. |
| PT.<br>WANTS<br>AN<br>ENEMA                                         | MISSED<br>VENIPUTURE<br>BECAUSE<br>PT.<br>WIGGLED       | NAKED PT.<br>ANSWERS<br>THE<br>DOOR           | PT. TAKES<br>MORE THAN<br>10 MINS TO<br>ANSWER<br>DOOR | NURSES<br>UPSET<br>ABOUT<br>SCHEDULE           |
| PT. ON<br>PHONE<br>DURING<br>VISIT                                  | CHEWED<br>OUT BY<br>A FAMILY<br>MEMBER                  | <b>FREE</b>                                   | PT. HAS<br>6 HOUSE<br>GUEST                            | FASTING<br>LAB AND<br>PT. EATS                 |
| REFILLS<br>FOR MEDS<br>NOT CALLED<br>IN BY LAST<br>NURSE            | PT.<br>CANCELLED<br>VISIT AFTER<br>I WAS AT<br>HER HOME | PT.<br>COMPLAINS<br>ABOUT<br>ANOTHER<br>NURSE | WEEKEND<br>ADMISSION                                   | DECLINES<br>MUCH<br>NEEDED<br>BATH             |
| HAD TO GO<br>BACK TO THE<br>OFFICE<br>BECAUSE<br>OUT OF<br>SUPPLIES | 2<br>NURSES<br>CALL IN                                  | OMG HAD<br>TO<br>DISIMPACT<br>HER<br>AGAIN!   | CAN'T<br>FIND MY<br>PATIENT                            | DOG<br>BITE                                    |