

|                                         |                                |                                 |                               |                                   |
|-----------------------------------------|--------------------------------|---------------------------------|-------------------------------|-----------------------------------|
| <b>B</b>                                | <b>I</b>                       | <b>N</b>                        | <b>G</b>                      | <b>O</b>                          |
| PT. TRANSFERRED TO ANOTHER UNIT         | 2 NURSES CALL IN               | DECLINES MUCH NEEDED BATH       | PT. HAS 6 GUESTS              | NPO PATIENT THAT EATS             |
| CHEWED OUT BY A FAMILY MEMBER           | PT. SAYS PAIN MEDS NOT WORKING | OMG HAD TO DISIMPACT HER AGAIN! | AFTER HOURS VISIT             | PT. COMPLAINS ABOUT ANOTHER NURSE |
| PT. ON PHONE WHEN IN 10/10 PAIN         | PT. WANTS AN ENEMA             | FREE SPACE                      | CALLED MD TO QUESTIONED ORDER | MICRO PATIENT                     |
| MISSED VENIPUNCTURE BECAUSE PT. WIGGLED | PT. NOT USING CALL LIGHT       | NAKED PATIENT                   | LOST PEN                      | NURSES UPSET ABOUT SCHEDULE       |
| FAMILY MEMBERS WILL NOT LEAVE YOU ALONE | CAN'T FIND MY PATIENT          | PATIENT COMPLAINS ABOUT DOCTOR  | WEEKEND ADMISSION             | CONFUSED PATIENT                  |

|                                                   |                                         |                                           |                                         |                                                     |
|---------------------------------------------------|-----------------------------------------|-------------------------------------------|-----------------------------------------|-----------------------------------------------------|
| <b>B</b>                                          | <b>I</b>                                | <b>N</b>                                  | <b>G</b>                                | <b>O</b>                                            |
| PT.<br>WANTS<br>AN<br>ENEMA                       | AFTER<br>HOURS<br>VISIT                 | PT. HAS<br>6<br>GUESTS                    | CHEWED<br>OUT BY<br>A FAMILY<br>MEMBER  | OMG HAD<br>TO<br>DISIMPACT<br>HER<br>AGAIN!         |
| DECLINES<br>MUCH<br>NEEDED<br>BATH                | WEEKEND<br>ADMISSION                    | NPO<br>PATIENT<br>THAT<br>EATS            | CAN'T<br>FIND MY<br>PATIENT             | PT.<br>COMPLAINS<br>ABOUT<br>ANOTHER<br>NURSE       |
| MISSED<br>VENIPUTURE<br>BECAUSE<br>PT.<br>WIGGLED | CALLED MD<br>TO<br>QUESTIONED<br>ORDER  | FREE<br>SPACE                             | MICRO<br>PATIENT                        | 2<br>NURSES<br>CALL IN                              |
| LOST<br>PEN                                       | PATIENT<br>COMPLAINS<br>ABOUT<br>DOCTOR | PT.<br>TRANFERED<br>TO<br>ANOTHER<br>UNIT | CONFUSED<br>PATIENT                     | PT. NOT<br>USING<br>CALL<br>LIGHT                   |
| NAKED<br>PATIENT                                  | NURSES<br>UPSET<br>ABOUT<br>SCHEDULE    | PT. ON<br>PHONE<br>WHEN IN<br>10/10 PAIN  | PT. SAYS<br>PAIN MEDS<br>NOT<br>WORKING | FAMILY<br>MEMBERS<br>WILL NOT<br>LEAVE YOU<br>ALONE |

|                                           |                                                   |                                             |                                         |                                                     |
|-------------------------------------------|---------------------------------------------------|---------------------------------------------|-----------------------------------------|-----------------------------------------------------|
| <b>B</b>                                  | <b>I</b>                                          | <b>N</b>                                    | <b>G</b>                                | <b>O</b>                                            |
| CAN'T<br>FIND MY<br>PATIENT               | PATIENT<br>COMPLAINS<br>ABOUT<br>DOCTOR           | AFTER<br>HOURS<br>VISIT                     | NURSES<br>UPSET<br>ABOUT<br>SCHEDULE    | CALLED MD<br>TO<br>QUESTIONED<br>ORDER              |
| PT.<br>TRANSERED<br>TO<br>ANOTHER<br>UNIT | MISSED<br>VENIPUTURE<br>BECAUSE<br>PT.<br>WIGGLED | NAKED<br>PATIENT                            | PT. SAYS<br>PAIN MEDS<br>NOT<br>WORKING | NPO<br>PATIENT<br>THAT<br>EATS                      |
| PT. ON<br>PHONE<br>WHEN IN<br>10/10 PAIN  | CONFUSED<br>PATIENT                               | FREE<br>SPACE                               | PT. NOT<br>USING<br>CALL<br>LIGHT       | LOST<br>PEN                                         |
| PT.<br>WANTS<br>AN<br>ENEMA               | PT.<br>COMPLAINS<br>ABOUT<br>ANOTHER<br>NURSE     | PT. HAS<br>6<br>GUESTS                      | WEEKEND<br>ADMISSION                    | DECLINES<br>MUCH<br>NEEDED<br>BATH                  |
| MICRO<br>PATIENT                          | 2<br>NURSES<br>CALL IN                            | OMG HAD<br>TO<br>DISIMPACT<br>HER<br>AGAIN! | CHEWED<br>OUT BY<br>A FAMILY<br>MEMBER  | FAMILY<br>MEMBERS<br>WILL NOT<br>LEAVE YOU<br>ALONE |