

|                                                     |                                               |                                                 |                                          |                                         |
|-----------------------------------------------------|-----------------------------------------------|-------------------------------------------------|------------------------------------------|-----------------------------------------|
| <b>B</b>                                            | <b>I</b>                                      | <b>N</b>                                        | <b>G</b>                                 | <b>O</b>                                |
| PT. HAS<br>4<br>GUEST                               | 2<br>NURSES<br>CALL IN                        | CODE<br>BROWN                                   | PATIENT<br>C/O<br>DOCTOR                 | NIGHT<br>SHIFT<br>RN CALL<br>OUT        |
| CAN'T<br>FIND MY<br>PATIENT                         | PT.<br>COMPLAINS<br>ABOUT<br>ANOTHER<br>NURSE | NURSES<br>UPSET<br>ABOUT<br>SCHEDULE            | ACTIVATE<br>CHEMO                        | PARENT<br>SPEAKING<br>INCOHERENTLY      |
| PT. CALLS<br>WITHIN 5<br>MINS OF<br>LEAVING<br>ROOM | PT/OT<br>CHECK<br>IN                          | FREE<br>SPACE                                   | ADMISSION                                | IV BEEPING<br>3 TIMES<br>(SAME<br>ROOM) |
| MISSING<br>IVF                                      | PT OUTSIDE<br>URINE<br>PARAMETERS             | MISSING<br>MED                                  | DISCHARGE<br>INSTRUCTIONS<br>INCORRECT   | NPO PT<br>EATING                        |
| DECLINES<br>MUCH<br>NEEDED<br>BATH                  | CALLED<br>MD TO<br>QUESTION<br>ORDER          | PARENT<br>COMING<br>INTO HALL<br>AND<br>STARING | PT/PARENT<br>ON PHONE<br>DURING<br>VISIT | CHEWED<br>OUT BY<br>A FAMILY<br>MEMBER  |

|                                        |                                                 |                                                     |                                               |                                      |
|----------------------------------------|-------------------------------------------------|-----------------------------------------------------|-----------------------------------------------|--------------------------------------|
| <b>B</b>                               | <b>I</b>                                        | <b>N</b>                                            | <b>G</b>                                      | <b>O</b>                             |
| PT/OT<br>CHECK<br>IN                   | ACTIVATE<br>CHEMO                               | PATIENT<br>C/O<br>DOCTOR                            | CAN'T<br>FIND MY<br>PATIENT                   | NURSES<br>UPSET<br>ABOUT<br>SCHEDULE |
| CODE<br>BROWN                          | PT/PARENT<br>ON PHONE<br>DURING<br>VISIT        | NIGHT<br>SHIFT<br>RN CALL<br>OUT                    | CALLED<br>MD TO<br>QUESTION<br>ORDER          | PARENT<br>SPEAKING<br>INCOHERENTLY   |
| MISSING<br>IVF                         | ADMISSION                                       | FREE<br>SPACE                                       | IV BEEPING<br>3 TIMES<br>(SAME<br>ROOM)       | 2<br>NURSES<br>CALL IN               |
| DISCHARGE<br>INSTRUCTIONS<br>INCORRECT | PARENT<br>COMING<br>INTO HALL<br>AND<br>STARING | PT. HAS<br>4<br>GUEST                               | CHEWED<br>OUT BY<br>A FAMILY<br>MEMBER        | PT OUTSIDE<br>URINE<br>PARAMETERS    |
| MISSING<br>MED                         | NPO PT<br>EATING                                | PT. CALLS<br>WITHIN 5<br>MINS OF<br>LEAVING<br>ROOM | PT.<br>COMPLAINS<br>ABOUT<br>ANOTHER<br>NURSE | DECLINES<br>MUCH<br>NEEDED<br>BATH   |

|                                                     |                                                 |                                      |                                               |                                        |
|-----------------------------------------------------|-------------------------------------------------|--------------------------------------|-----------------------------------------------|----------------------------------------|
| <b>B</b>                                            | <b>I</b>                                        | <b>N</b>                             | <b>G</b>                                      | <b>O</b>                               |
| CALLED<br>MD TO<br>QUESTION<br>ORDER                | PARENT<br>COMING<br>INTO HALL<br>AND<br>STARING | ACTIVATE<br>CHEMO                    | NPO PT<br>EATING                              | ADMISSION                              |
| PT. HAS<br>4<br>GUEST                               | MISSING<br>IVF                                  | MISSING<br>MED                       | PT.<br>COMPLAINS<br>ABOUT<br>ANOTHER<br>NURSE | NIGHT<br>SHIFT<br>RN CALL<br>OUT       |
| PT. CALLS<br>WITHIN 5<br>MINS OF<br>LEAVING<br>ROOM | CHEWED<br>OUT BY<br>A FAMILY<br>MEMBER          | FREE<br>SPACE                        | PT OUTSIDE<br>URINE<br>PARAMETERS             | DISCHARGE<br>INSTRUCTIONS<br>INCORRECT |
| PT/OT<br>CHECK<br>IN                                | PARENT<br>SPEAKING<br>INCOHERENTLY              | PATIENT<br>C/O<br>DOCTOR             | PT/PARENT<br>ON PHONE<br>DURING<br>VISIT      | CODE<br>BROWN                          |
| IV BEEPING<br>3 TIMES<br>(SAME<br>ROOM)             | 2<br>NURSES<br>CALL IN                          | NURSES<br>UPSET<br>ABOUT<br>SCHEDULE | CAN'T<br>FIND MY<br>PATIENT                   | DECLINES<br>MUCH<br>NEEDED<br>BATH     |