

# Case study example

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Managing Healthcare Professionals Managing health professionals perhaps is one of the most difficult tasks in the healthcare profession. As a manager of a health institution, one has to balance between boosting the ego of the healthcare staff and at the same time not compromise on the ethical code of conduct as envisaged in the nursing profession.

When one or more healthcare staff misappropriates medical equipment and facilities including drugs, the CEO has to be meticulous to deal with the matter with the seriousness that it deserves. If proven that the nurse intentionally pocketed the pain medicine, the appropriate disciplinary action such as repayment is necessary but this does not come without a warning letter that would see stringent measures including summary dismissal in the event of recurrence of the incidence. However, any nurse who misappropriates any medical paraphernalia ought to pay back the full amount, which may be deducted from her salary. Meanwhile, the patient ought to obtain other drugs since they are not responsible for any kind of incompetence by the nursing home staff.

In any given health institution, the Department of pulmonary Medicine is undoubtedly one of the busiest departments. Due to the critical nature of this section, the entire physician fraternity needs to be ready to tackle any challenge even at odd times. Since operations in this situation extend to the ICU and ER, any shortage of respiratory therapist deserves critical attention. When investigating this kind of shortage within limited time like 48 hours, the key information that a hospital administrator looks for is what led to the shortage, data regarding the available and required respiratory therapist, and the immediate step that can ease the situation. Since the respiratory therapists perform a significant role both in the ICU and at the ER, this kind

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of intelligent information will be necessary before the crucial meeting with physicians.

Misdiagnosis and maybe the administering of wrong drugs may have severe repercussions to a medical practitioner especially if proven that the any mishap resulted out of sheer negligence or incompetence. As the administrator on weekend call, I would determine whether Dr. White administered the wrong drugs out of incompetence or otherwise. Perhaps my next decision would be informed by the information as to whether Dr. White refused to address the concerns of the RN, May Patterson. If Dr. White, out of sheer arrogance, dismissed May's concerns, then I would together with other managerial staff at the hospital institute a panel to hear the unbecoming conduct of Dr. White and possibly determine appropriate disciplinary measures. These disciplinary measures may arise out of gross misconduct or contravention of the bioethical codes of conduct.