

School of Health Sciences

Management Workbook

Name:

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Managing a Shift

Moving on from managing your own group of patients to managing a whole shift can be daunting for many nurses. According to Horne and Cowan (1992) there is a shift in focus which 'involves the attempt to identify needs and problems, set objectives and plan, implement and evaluate actions. The difference between this and individual patient care is that the whole ward, its environment, equipment and the groups of people within it, is the focus of attention rather than the individual patient.' When taking on this role there needs to be an awareness of the requirements of the whole ward/unit, an ability to allocate resources appropriately, continually review and re-assess the situation and deal with difficulties which arise which will be referred to you as the nurse in charge.

Managing a Shift

Policies and Procedures

Refer to local Trust policies

NMC Proficiencies

Domain: Professional & Ethical Practice: Outcome:

1.1, 1.2, 1.3 (1.4.1, 1.1.6, 1.2.1)

Domain: Care Delivery: Outcome:

2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 2.8, 2.9, 2.10 (2.4.1, 2.4.2, 2.7.2, 2.8.2, 2.8.3)

Domain: Care Management: Outcome:

3.1, 3.2, 3.3, 3.4 (3.1.1, 3.1.5, 3.2.2, 3.3.1, 3.3.3)

Domain: Personal & Professional Development: Outcome:

4.2(4.2.2, 4.2.3)

References

Horne, EM and Cowan, T eds(1992) 'Ward Sister's Survival Guide'(2nd ed)
Mosby-Year Book Europe Ltd

Mentor/Student Comments

Mentor sign

Student sign

Managing a Shift

Scenario 1

You are a trained nurse in charge of the ward on a late shift. You have a full complement of staff this shift, but an HCA has just rung in sick for tomorrow morning. You know it will be busy as you have a full theatre list.

1. What options would you explore in trying to replace the HCA?
2. What are the implications of having a) not enough staff to cover a shift and b) utilising bank or agency staff?
3. If by the end of your shift you had not managed to replace the HCA what would you do?

Scenario 2

You are the nurse in charge of the ward on Monday morning and you also have your own team of patients to care for. On your team you also have another staff nurse and 2 HCAs. A ward round is in progress, one of your patients is due to go to endoscopy at 0930, you have an important meeting to attend at 1000 and have to organise 3 discharges for this afternoon. You have 3 patients who still require a bed bath. Suddenly at 0900 the emergency buzzer goes- one of your patients has arrested.

1. What would be your first priority?
2. What jobs could you safely delegate to others?
3. Would you still attend the meeting?
4. After the emergency has been dealt with, what do you need to catch up on with the rest of the staff?