SCRIPT for Procurement – Role Clarification and Communication

The following is a script for students to use during the IPE activity on Procurement. The main objective of this script is to present the case of Mr. Johnson in a more creative way. In addition, the script will provide the students with multiple issues that arise within the process of procurement.

There are 6 characters. There will be 2 nurses, 2 Biomedlab techs, a patient, and their spouse.

**Case Study: Collaborative Care for Timely Diagnosis**

**Patient Scenario:** Mr. Johnson, a 65-year-old male with a history of hypertension, presents to the emergency department (ED) with severe chest pain. Suspecting a possible myocardial infarction (heart attack), the ED nurse initiates an electrocardiogram (ECG) and collects blood samples for cardiac enzyme tests. Script starts with Mr. Johnson interacting with the nurses.

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| --- | --- | --- | --- | --- | --- | --- |
| Character  name | **Jordan** | **Alex** | **James** | **Taylor** | **Mr. Johnson** | **Mrs. Johnson** |
| Role | Nurse | Nurse | Biomedlab tech | Biomedlab tech | Patient | Spouse |

The scene is within the ER triage room. The patient has been brought into the ER via Ambulance.

***SCENE #1***

**Jordan**

“Hello Mr. Johnson. My name is Jordan, and I will be one of the nurses working with you. We understand that you are having some chest pains is this correct?”

**Mr. Johnson**

(out of breath, pain in the chest)

“Yes, my chest hurts so badly. I also feel like I can’t breathe very well.”

**Jordan**

“I understand. Well we are here with you and our team will take great care of you as fast as we can. Alex, can you please complete an EKG for Mr. Johnson and make it quick.’

**Alex**

“Sure thing. I am already setting it up as we speak. Mr. Johnson, we are going to complete a little test to check your heart as given the pain in your chest and your medical history it may be affected. Have you had one of these tests before’.

**Mr. Johnson**

‘Oh I am sure I have dear. I just….. can’t….. the pain….. it hurts so bad……’

**Alex**

‘Ok Mr. Johnson, I understand. We are well set up here to take good care of you. Jordan and I will do everything we can to deal with your pain.’

**Mrs. Johnson**

‘I’m so scared. I can’t lose him. We’re supposed to go to Portugal next week. Please Please please help him. I’m so scared.’

**Jordan**

‘We understand Mrs. Johnson. We will do everything we can. Please remain calm and let us do our job’.

***Narrator***

*Alex and Jordan continue to work with Mr. Johnson. They complete the EKG. They also administer Nitroglycerin spray to help with his pain. Mr. Johnson is having a hard time sitting still as he is in a lot of pain.*

**Alex**

‘Mr. Johnson, I am going to have to ask you to sit still. I need to draw some blood from you to help us determine what is going on. Are you able to sit still for a second?’

**Mrs. Johnson**

‘Blood? Why are you taking blood? This is sounding so serious. Honey, you hate having your blood taken. Is there any other way? Please’

**Jordan**

‘I’m sorry Mrs. Johnson, we need to complete this in order to help your husband. Please let us do our job. Mr. Johnson, Alex is going to draw some blood from you now. Please remain still’

***Narrator***

*Alex attempts to draw blood from Mr. Johnson. The test doesn’t go smoothly. Mr. Johnson is having a hard time sitting still given his history of not liking blood tests and the pain he is experiencing.*

**Alex**

‘Jordan, here is the sample. I did my best given his movement. I think we have to send it in regardless. No?’

**Jordan**

‘Is there any way we can do it again? I just don’t think the lab will like this’

**Alex**

‘I guess we can. But I just worry about the level of emergency’

***Narrator***

*At this moment, Mr. Johnson loses consciousness, and his BP and HR monitor starts to beep. Alex and Jordan place the sample on the table and start to intervene. 5 minutes pass. The team has been able to stabilize the patient.*

**Alex**

‘Where did we put that sample? Oh here it is. It was lying down on the table. I will quickly label it and send it up to the lab’

***SCENE #2***

***Narrator***

*The scene is now in the lab upstairs in the hospital. Roughly 30 minutes of time has passed. Mr. Johnson’s blood sample has made its way up the lab to be analyzed. James is just starting their shift.*

**James**

‘Hey Taylor, how was your weekend? Did you get those concert tickets?’

**Taylor**

‘It was great! How was your weekend? I did get the tickets. Listen to this, I had to become a verified fan, wait for the lottery to get some weird code, then wait for ever in the waiting room. I think I was number 2 thousand something. Wild eh? Anyway, got the tickets. Now I have to work so many doubles to pay for them. What’s the workload like today’.

**James**

‘Higher amounts than normal. You know what it’s like after Labor Day weekend. What are people doing all weekend that brings so many of them to hospital on the Tuesday after a long weekend?’

**Taylor**

‘Beats me’

***Narrator***

*James and Taylor continue with their work. They arrive at Mr. Johnson’s blood sample.*

**James**

‘Ok, here we go again. This sample is from the ER and I doubt there’s enough blood for the troponin and electrolytes.’

**Taylor**

‘Not again! And on top of it all, the label is on upside down! Maybe learning to slow down a little might actually prevent all this time waste.’

**James**

‘Shotgun not calling them’

**Taylor**

‘No way. I did it last time. It’s only fair that it’s your turn. Plus, those nurses love you. Just say some sort of dad joke. You’re good at those’.

***SCENE #3***

**Narrator**

*James reluctantly picks up the phone to call the ER nursing station.*

Alex

‘ER’

**James**

‘Hello this is the lab upstairs’

**Alex**

‘Let me guess, we screwed up again. Can’t you just use it anyway? Blood is blood no?’

**James**

‘You’re kidding me right? I know I’ve explained this a thousand times to you people. It’s not as easy as you think. 2/3 of your tubes didn’t have enough blood, and on top of that you put the labels upside down’

**Alex**

‘Excuse me? You want to know what’s not easy? I’m on hour 13 right now because we are so understaffed after Labor Day. Do you know anything we do down here? It must sound so easy from upstairs in your slow moving lab. It must sound so easy from upstairs when all you have to do is put a tube on some machine and let it do the work.

**James**

‘I suppose we both don’t get each other’s jobs. Because our lab is anything but slow’

**Alex**

‘Cmon man, last week, it took 2 days to get the results back. My patient ended up having a ruptured appendix because of your slow team up there. Ever heard of effort?’

**James**

‘Look, I need to get back to my job. I need a new sample for a Mr. Johnson’

**Alex**

‘Whatever. I’ll do it fast. Even though you’ll take forever again. Oh yeah, I will make sure to put the label on wrong again – just like the last time you guys yelled at me. Sheesh, what gives you the right’.

**James**

‘Have a nice day’

***SCENE #4***

Narrator

*Alex and James hang up the phone. Alex goes to speak to Jordan.*

**Alex**

‘Jordan, get this – Lab needs another sample for Mr. Johnson. I can’t do this anymore. They’re so incompetent up there. I think this makes it 3 times since last week.’

**Jordan**

‘Who did you speak to?’

**Alex**

‘no idea’

**Jordan**

‘Well, at least they didn’t make you redo it because there wasn’t enough blood. I mean, shit, can’t they just use what I send up. Do they know how annoying it is to repeat steps?’

**Alex**

‘Tell me about it. The worst one I had was they lost the sample in the lab somewhere. I mean, they claim they are thorough people and they like process, but I mean, losing a sample, that’s pretty bad.’

**Jordan**

‘Ug, they’re the worst’

***SCENE #5***

***Narrator***

*Alex and Jordan go back to see Mr. Johnson who is now stable and waiting for the Cardiologist to see him. Mrs. Johnson is pacing around the bed and looks angry.*

**Alex**

‘Hello Mr. Johnson. How are we feeling?’

**Mrs. Johnson**

‘He’s tired of waiting that’s how he is feeling. This is getting ridiculous. Where is the Cardiologist to see my husband. I’m scared he’s going to have another heart attack’

**Jordan**

‘We understand how you’re feeling Mrs. Johnson. We are doing our best. The cardiologist will be able see you shortly. In the meantime, we are sorry, but we have to draw some more blood from Mr. Johnson.’

**Mrs. Johnson**

‘Are you kidding me? Why?’

**Alex**

‘Well, I heard from the lab that there wasn’t enough blood in the sample.’

**Mrs. Johnson**

‘This is not acceptable. Can’t they just use it anyway?’

**Alex**

‘I am sorry. I wish they could. Trust me. But, unfortunately, we have to complete the test again. Mr. Johnson, this will only take a couple of seconds’.

**Mr. Johnson**

‘Sure. I guess. But, can I ask you two things before you do? First, can you please explain each step to me as you complete them?

AND....

For a building full of smart people, don’t you guys ever talk to each other?’

*Once script has been read out loud, here are some questions that the facilitator can use to guide students towards some key takeaways.*

1. *So how do we feel about the case? How do we feel the team did?*
2. *Can anyone tease out some of the missteps that were mentioned in the case?*
3. *Has anyone ever experienced these missteps yet in their clinical placements?*
4. *How do you feel the team handled these missteps?*
5. *What does all this mean for the patient?*
6. *What are some key takeaways from the case?*