



From Head Nurse :

Bravery with Wisdom

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“He seems kind of wild like a bear who lives in deep mountains for most of his life and somehow made his way into this hospital to become a nurse...” This was my first impression of Wu Zi-Qi.

Like a Bear Rushed into the Nursing Field

Zi-Qi is like a bear with very low self-esteem. He looks heroic and brave on the outside but very soft-spoken according to the head nurse. He push around the medical cart like a Tarzan, accidentally bump into things, and he also carried small fridges and oxygen tanks on one shoulder. I am honest, this is the first time I’ve seen a nurse like this. I keep reminding him, “Push the cart a little slower, and hold it with your two hands...” After 2 months of careful reminders, an unforgettable incident happened.

The head nurse of the night shift notified us that a medicine-related incident happened in my ward. As the head nurse was explaining, a patient’s family member recorded the process and posted it on social media. In this era when news can spread instantly on the internet, we did not have a chance to explain before the video was posted. I could understand the anxiety and worries of my coworkers.

Accompanying Coworkers

The “Five Rights” of drug administration has always been a necessity for nurses when administering medication, like Buddhists chanting “Amitufo” or Christians saying “Amen”. The process of administering medication must have no interference for it requires ultimate focus and care. Although the directors kept their smiles and the nurse understood what was wrong, he must be very nervous in front of his superiors. I believe the presence of peers is much more important; many in the ward that day voluntarily stayed with ZiQi for the rest of the day and accompanied him for dinner.



Seeing the nurses supporting each other, I am filled with gratitude and pride as their team leader. They truly embraced the concept of caring not just for their patients but also for each other.

A Team Approach to Problem Solving

When an incident happens and a nurse deals with patient and family, the result is always piecemeal. Conflict often requires courage and wisdom, mishandling of either one can endanger anxiety and trust. Admitting one's mistake openly is an incredible act of bravery, but its timing and delivery is also important. It is not intended to avoid responsibility but to consider all possible repercussion from the incident. Those involved in the incident might be in panic, so it is best practice to inform the Directors and primary doctors to assess the impact on patient. Then, a doctor can explain the situation from start to finish and take necessary action. This would settle anxiety for patient and family members.

We focus helping our subordinates understand their mistakes and to prevent it from happening again to ensure accurate administration process. We



reassessed labeling and the quantity of medication, emphasized the importance of triple checking, and added warning popups in our computer system to increase patients' safety.

Progressing One Step at a Time

After the incident, Zi-Qi is definitely more alert than before. However, it is still difficult to change habits within a day. Although he does not make the same mistake again, he still has many areas for improvement. Zi-Qi starts asking questions more frequently and in multiple times to triple checking. Although some of his questions caught me off guard, I believe increased communication definitely prevents bad choices from happening. He also articulates more clearly. He may not have the clearest mind, but I believe that he has walked out of the abyss of confusion.

Protecting One's Reputation and Privacy

Information spreads within seconds nowadays. Back in the days when I was a front-line nurse, I never had to worry about other people video-recording. I do not worry about being on camera, instead, I worry about those who draw their conclusions while not knowing the entire picture. This adds pressure on medical personnel. If you notice someone recording, you have the right to know if you are being recorded. You can protect your privacy and stop being recorded without your prior consent.

Notifying Abnormalities, Refining the System

I believe sharing information about a patient's safety is very important. For example, reflect on an incident and refine the computer system of medicine administration enhance safety. Also, better labeling and package medicines with meals delivery can add an extra level of protection since nurses typically administer 20-30 medications on one shift.

After that incident, Zi-Qi became more and more cautious. The bad part of it was that he got suspicious and uncertain about many nursing skills and he kept asking questions for confirmation. The good part of it was that at least he wouldn't make wrong doings. And what's better for him is that he gradually got his confidence back as time went by. I wish him better and better in his clinical nursing career.