



Project Number: 2016-1-RO01-KA203-024630

## Practical Application 2.2.a Time management during a visit in Paediatrics

### CASE STUDY - DESCRIPTION

#### *“Overwork and burnout in the paediatric CU – conflict management”*

In Paediatrics Care Unit a nurse is assisting the paediatrician during the daily visit to the medical centre. Meanwhile another doctor is visiting a child newly arrived in the Day Hospital visiting room from the Emergency Department.

Both paediatricians address simultaneously to the only paediatric nurse present, to request diagnostic tests (blood collection and samples of biological material) and treatments to both patients. The nurse instead of proceeding, turns to the doctors saying: "I am alone, if you talk to me at the same time, I risk exchanging test tubes, giving therapy to the wrong patient and confusing patients".

#### Questions:

- What about possible organizational solutions?

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- Which time management skills are lacking?

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- Which of the professional figures involved could use time management skills? The paediatrician? The nurse? Both?



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