**Critical Thinking in a Crisis Situation**

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Healthcare and medication is serious business, where the smallest issues can lead to bigger problems if handled carelessly. In the given scenario, mike nurse was under serious pressure, due to both the family situation and the supervisor. Fear of losing a job and endless responsibilities took control of his better side, and he committed a mistake that leads to a larger problem.

Hospitals are not a safe place for its workers, even in the most modern hospital's healthcare workers face pressures due to increased workload. In any scenario reporting an accident is essential for the safety of patients, visitor, and staff. Not reporting, can lead to serious damage, to human health, life and can lead to body impairment, loss of infrastructure, destruction of organization's reputation and credibility and in severe cases lawsuits against the organizations. It is not possible to know that actual responsible person behind a disaster. Due to which whole organization pays the price. The cost associated with lawsuit defense is huge(“What Are the Consequences of Not Reporting Work Hazards? | Chron.com,” n.d.). This can result in the destruction of a company that can result in loss of job of hundreds of employees which affects their families in the long run. Not reporting even one incident can result in humungous destructive results. And in this case it was health was patient, and the patient had to get admitted to the hospital(Fetherston, 2015).

It is important to note that in the majority of disastrous cases, like the one mentioned in the document, one person is never responsible for the accident, but it is common to blame the junior staff. In the case of mike, he was the one who spilled on the floor, he just saw the spill and never reported it due to fear of losing a job. Many people would have been in the staff who would have seen it, so mike can't be blamed. Also, it was his not his duty to clean the floor, but ethically as a responsible worker, he should have reported the issue. But he never did that again due to pressure. Then the actual person to blame is the system that puts so much pressure and fear in the hearts of employees about losing a job that they don’t even share the important details.

Such incidents leave terrible impacts on patient safety. In this case, the patient had a broken hip bone. This broken bone can lead to more issues in elderly patients. A person could have died due to a head injury after falling. Accidents like these also affect the quality matrix of the hospital, the Quality matrix is based on data collected by the claims of the patients and visitors, assessment instruments and registries. Other departments of the hospitals also suffer in case of an accident. In the given scenario it affected one person but in other cases, it can create emergency situation and chaos in other departments as well.

If I was Mike’s manager and he would have reported me, I would have appreciated his sense of responsibility and have encouraged him on his responsible attitude. But in this case, it seems like the manager is not an encouraging person. It is important for the healthcare manager to understand the emotions of his staff members and build good working relations with them so that they can discuss their opinions with him. Manager, in this case, lacks leadership and management qualities(“The Biggest Problem A New Nurse Manager Will Face &#8211; Leading Versus Managing,” n.d.)

**References**

Fetherston, T. (2015). The importance of critical incident reporting – and how to do it. *Community Eye Health*, *28*(90), 26–27.

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