

Reflective writing template (Kolb model)

Experience

On one of the wards I work in, several medication errors had been made by multiple nursing staff. The wrong formulation of tramadol had been given to the patient over several days in several different ways, leading to the patient experiencing side effects (drowsiness and fogginess). It was not until the team of doctors were investigating the reason of the excessive drowsiness and fogginess that the medication error was detected.

This incident was reported the hospitals error recording system. As a consequence all the nursing staff who were involved had a discussion with the charge nurse and the nurse educator. As part of the action plan from this report, three nursing staff education sessions were organised and carried out by the pharmacy department, making sure most nursing staff especially from the ward involved attended. The education sessions were prepared by me and the medication safety pharmacist after discussing with the nurse educator what she wanted delivered during the session. A case study was prepared, stressing the importance of the 5 rights nurses must follow prior to administration of medication to the patient.

Upon completion of the sessions, the charge nurse where the incident occurred approached me and explained indirectly she expected the teaching to be a bit different. In her opinion she would have preferred if the actual incident was discussed and teaching the nurses why giving the right formulation is important. I explained to the charge nurse that I did not wanted make any nursing staff upset as some will take it personally. She tried to explain further what she was expecting, however I could not quite understand her explanation. I approached the nurse educator and explained that the charge nurse seemed upset to see if can understand better the charge nurse's feelings.

Reflecting on outcomes

When I completed the session preparations and carried them out, I felt I was able to deliver some common examples where mistakes can occur and the importance of following the 5 rights before administering medications. Some feedback from the nurses included that it was helpful for them and it was good refresher. Based on this I felt I had done a good job and that it brought more awareness to the staff to be more cautious in their future practice.

However, after speaking with the charge nurse afterwards, I felt a bit confused as I did not understand what the charge nurse was exactly wanting from the sessions. I felt as if the effort I had put in was not enough to make everyone satisfied from these sessions.

Making sense

I know that the charge nurse can be quite particular in what she wants for her nursing staff. I did not consider/think about this prior to putting together the sessions – I should have organised a meeting with the charge nurse to explore how she felt from this incident, what she thinks is best for the nursing staff, what sort of things would benefit the nurses from the sessions, what was her expectation. I only realised after hearing her feedback how upset she was from the situation as she always expects high standard from her nursing staff and this incident made her feel like she was not doing a good job as a charge nurse and it had let her down. If I had explored more beforehand, I would have taken it into consideration or come up with other solutions to help with her feelings. The nurse educator and I had just made an assumption on what we thought would be best, what would be the best suited teaching session that encompasses other nurses who was not involved in the incident.

Planning

From this incident, I have learnt the importance of communication with EVERYONE involved, even if it involves the other person contributing a small piece. I need to keep in mind for next time that when multiple persons are involved, take into consideration all feedback and try and come out with a solution that encompasses everyone's need. I know that this may not be always possible, but I need

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to learn to give a clear explanation why the solution cannot meet the standard for some. Importantly, I must not make assumptions on what I think is right. With better communication, it will also help me to prepare for sessions more thoroughly, I may have taken this lightly than expected.

Prompt questions – choose those that are helpful and relevant to the situation

Stage of cycle	Prompt questions
Experience	<ul style="list-style-type: none"> • What happened? • When and where did this happen? • Who was involved? • What did I and others do? • What was the context? • What was the result of this situation?
Reflecting on outcomes	<ul style="list-style-type: none"> • How did I feel and think at the time? • What impact did my emotions, beliefs and values have? • What do I think other people were feeling? • What did I feel and think about the incident afterwards? • What went well? What didn't go so well in the situation? • What did I and other people do to contribute to the situation (either positively or negatively)? • Were there things that were difficult? Interesting? Surprising? Upsetting? • If I am writing about a difficult incident, did I feel that the situation was resolved afterwards?
Making sense	<ul style="list-style-type: none"> • Provide some judgement about the event and its possible consequences • Why did things go well? Badly? • How do my past experiences compare to this? • How does theory or evidence fit with this? • Could I have responded in a different way? • What might have helped or improved things? • What else could I have done? • What insights, thoughts, or conclusions, about my role within this event that I can now take away? • What have I learnt for the future? • What skills might I need to develop, so that I can handle this type of situation better?
Planning	<ul style="list-style-type: none"> • What would I do if a similar situation arose again? • What are some indicators that would help me recognise a similar event? • What are some changes I would make? • How /where can I use my new knowledge and experience? • How will I adapt my actions or improve my skills?