

2015 Eighth National DNP Conference: How to be a Better DNP in 3 days

“Good Fences Make Good Neighbors” – How Applied Nursing Law, Synergistic Practice and Enhanced Leadership Can Be Combined To Make You a Better DNP

Barbara J. Dupont, JD, DNP, RN

## “What if...” Medical-Legal Case Study

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### The Blazer Medical Group

Founded in 2010, Blazer Medical Group (BMG) is a patient centered medical home which seeks to provide comprehensive primary care to people who are low-income, underinsured or uninsured, and reside in Blazer County, State of Yo. The organization’s mission is to provide “exceptional patient-centered primary care, along with health education, to struggling and underserved people within Blazer County.” BMG also serves to provide training for medical professionals in affiliation with Yo State University.

The group is comprised of a DNP/APRN (Pat), three Medical Doctors (Cam, Brett and Jessie), all specialized in family medicine, an on-call radiologist (Dylan), a physician (Hayden) and a DNP/APRN (Morgan) who both function as BMG administrators. A team of other professionals, such as Registered Nurses (RNs), are supposed to work together with all BMG staff to provide primary care to patients, while reaching out to patient homes situated within the Blazer County community, Yo General Hospital and skilled nursing facilities.

A malpractice suit was recently filed against BMG alleging negligence and malpractice by the entire group. The suit stems from Dylan's failure to identify a malignant tumor on a CT scan. It is well known within BMG that Dylan has a "drinking problem" and has previously misread CT scans. BMG immediately contacted their attorneys to seek legal advice. Facts indicate BMG team members have a history of poor communication among each other, as well as patients. (Approximately 57% of patients have limited English proficiency and more than 85% of patients are living below the federal poverty level). Although BMG was designed to meet Triple Aim goals of improving patient outcomes, patient experience (satisfaction and quality), and reduced per-capita costs for health care, an independent audit revealed diminished profits, sloppy practices, adequate patient recoveries and low patient satisfaction. This culture is reinforced by environment of low morale, mistrust and one-upmanship among BMG staff and in particular between Pat, Cam, Brett and Jessie. The effect has trickled down to the team members who felt frustrated by administrations' failure to listen to their suggestions and complaints. As a result, BMG RNs decided to strike. Morgan in turn contacted BMG's employment lawyers and avoided all future settlement negotiations (essentially ignoring BMG RNs). This response infuriated RN team members who started a picket-line outside BMG, while carrying posters and chanting "Where did Morgan go? – We don't know!" News crews televised live coverage of the contentious strike. Hayden blamed Morgan for the bad press and in turn responded by ignoring Morgan.

What are the issues to be resolved and how can we solve the problems?