

# Hello, **EMERGENCY** Manager.

Your shift starts today, Friday, at noon.

As you arrive at work, note what's going on in your department. You have 16 patients (blue beads) in treatment right now, and your core staff (white beads – think white uniforms) can handle up to 18 patients. This is good! You could accept 2 more patients right now.

Some of your rooms are empty. These are available if you decide to call in Extra Staff (clear beads from the jar) to treat more patients.

Notice that patients arrive at Emergency in two ways – by walking in and by ambulance. Any of these arriving patients can move into treatment

if and when you have staff and treatment rooms available to take care of them.

Things are pretty quiet now, but maybe not for long. Friday nights at the ER are often busy because many people engage in risky behaviors as their weekend begins.

Remember: keep a staff bead with each Patient bead, requests wait 1 hour to transfer, and Extra Staff wait 1 hour before they are available.

We will soon go over all you need to know about your job. For now, just settle in for a typical Friday afternoon at the hospital.

FOLD

## **EMERGENCY**

## **PAPERWORK**

|                          | FRI<br>Noon | 1 PM | 2 PM | 3 PM | 4 PM | 5 PM | 6 PM | 7 PM | 8 PM | 9 PM | 10 PM | 11 PM |
|--------------------------|-------------|------|------|------|------|------|------|------|------|------|-------|-------|
| Ambulance Diversions     |             |      |      |      |      |      |      |      |      |      |       |       |
| Patients in Waiting Area |             |      |      |      |      |      |      |      |      |      |       |       |
| Extra Staff              |             |      |      |      |      |      |      |      |      |      |       |       |

|                          | SAT<br>Midnight | 1 AM | 2 AM | 3 AM | 4 AM | 5 AM | 6 AM | 7 AM | 8 AM | 9 AM | 10 AM | 11 AM |
|--------------------------|-----------------|------|------|------|------|------|------|------|------|------|-------|-------|
| Ambulance Diversions     |                 |      |      |      |      |      |      |      |      |      |       |       |
| Patients in Waiting Area |                 |      |      |      |      |      |      |      |      |      |       |       |
| Extra Staff              |                 |      |      |      |      |      |      |      |      |      |       |       |

|                          | Total |
|--------------------------|-------|
| Ambulance Diversions     |       |
| Patients in Waiting Area |       |
| Extra Staff              |       |

# Hello, SURGERY Manager.

Your shift starts today, Friday, at noon.

As you arrive at work, all is well. Four patients (blue beads) are in Surgery or Recovery, and you have enough core staff (white beads – think white uniforms) to handle up to six patients.

Some of your Operating and Recovery Rooms are empty. These are available to use if you decide to call in Extra Staff (clear beads from the jar) to care for more patients.

Notice that your new patients may arrive directly from the community or from Emergency, as

represented by the two arrows leading into Surgery. As you head into Friday night, you can expect the number of patients coming from the community to diminish. But Friday nights at the ER can be busy, so you may get more Emergency patients.

Remember: keep a staff bead with each Patient bead, requests wait 1 hour to transfer, and Extra Staff wait 1 hour before they are available.

We will go over all these details and more about your job – soon! For now, just settle in for a typical Friday afternoon at the hospital.

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## SURGERY

## PAPERWORK

|  | FRI<br>Noon | 1 PM | 2 PM | 3 PM | 4 PM | 5 PM | 6 PM | 7 PM | 8 PM | 9 PM | 10 PM | 11 PM |
|--|-------------|------|------|------|------|------|------|------|------|------|-------|-------|
| Arrivals Waiting                               |             |      |      |      |      |      |      |      |      |      |       |       |
| Requests Waiting<br>(to enter your department) |             |      |      |      |      |      |      |      |      |      |       |       |
| Extra Staff                                    |             |      |      |      |      |      |      |      |      |      |       |       |

|  | SAT<br>Midnight | 1 AM | 2 AM | 3 AM | 4 AM | 5 AM | 6 AM | 7 AM | 8 AM | 9 AM | 10 AM | 11 AM |
|--|-----------------|------|------|------|------|------|------|------|------|------|-------|-------|
| Arrivals Waiting                               |                 |      |      |      |      |      |      |      |      |      |       |       |
| Requests Waiting<br>(to enter your department) |                 |      |      |      |      |      |      |      |      |      |       |       |
| Extra Staff                                    |                 |      |      |      |      |      |      |      |      |      |       |       |

|                  | Total |
|------------------|-------|
| Arrivals Waiting |       |
| Requests Waiting |       |
| Extra Staff      |       |

# Hello, CRITICAL CARE Manager.

Your shift starts today, Friday, at noon.

Let's take a look at the status of patient care in your department. You have 12 patients (blue beads) in Critical Care at this time, and you have enough core staff (white beads – think white uniforms) to handle 13 patients. All is well.

Some of your beds are empty. These are available if you decide to call in Extra Staff (clear beads, from the jar) to care for more patients.

Notice that you have three sources of patients,

as shown by the three arrows leading into Critical Care. Your new patients arrive from the community, from Surgery and from Emergency. Since it's Friday night at the ER, you can expect the Emergency department to be busy tonight.

Remember: keep a staff bead with each Patient bead, requests wait 1 hour to transfer, and Extra Staff wait 1 hour before they are available.

We will go over all this and more about your job – soon! For now, just settle in for a typical Friday afternoon at the hospital.

FOLD



## CRITICAL CARE

## PAPERWORK

|  | FRI<br>Noon | 1 PM | 2 PM | 3 PM | 4 PM | 5 PM | 6 PM | 7 PM | 8 PM | 9 PM | 10 PM | 11 PM |
|--|-------------|------|------|------|------|------|------|------|------|------|-------|-------|
| Arrivals Waiting                               |             |      |      |      |      |      |      |      |      |      |       |       |
| Requests Waiting<br>(to enter your department) |             |      |      |      |      |      |      |      |      |      |       |       |
| Extra Staff                                    |             |      |      |      |      |      |      |      |      |      |       |       |

  

|  | SAT<br>Midnight | 1 AM | 2 AM | 3 AM | 4 AM | 5 AM | 6 AM | 7 AM | 8 AM | 9 AM | 10 AM | 11 AM |
|--|-----------------|------|------|------|------|------|------|------|------|------|-------|-------|
| Arrivals Waiting                               |                 |      |      |      |      |      |      |      |      |      |       |       |
| Requests Waiting<br>(to enter your department) |                 |      |      |      |      |      |      |      |      |      |       |       |
| Extra Staff                                    |                 |      |      |      |      |      |      |      |      |      |       |       |

  

|                  | Total |
|------------------|-------|
| Arrivals Waiting |       |
| Requests Waiting |       |
| Extra Staff      |       |

# Hello, **STEP DOWN** Manager.

Your shift starts today, Friday, at noon.

As you arrive at work, all is well. You have 22 patients (blue beads) in care, and you have enough core staff (white beads – think white uniforms) to handle up to 24 patients.

Some of your rooms are empty. These are available to use if you decide to call in Extra Staff (clear beads from the jar) to care for more patients.

Notice that you have four sources of patients, as shown by the four arrows leading into Step Down.

Your new patients arrive from the community, as well as from Emergency, Surgery and Critical Care. Since it's Friday night at the ER, you can expect the Emergency department to be busy tonight.

Remember: keep a staff bead with each Patient bead, requests wait 1 hour to transfer, and Extra Staff wait 1 hour before they are available.

We will go over all these details and more about your job – soon! For now, just settle in for a typical Friday afternoon at the hospital.

FOLD

## **STEP DOWN**

## **PAPERWORK**

|  | FRI<br>Noon | 1 PM | 2 PM | 3 PM | 4 PM | 5 PM | 6 PM | 7 PM | 8 PM | 9 PM | 10 PM | 11 PM |
|--|-------------|------|------|------|------|------|------|------|------|------|-------|-------|
| Arrivals Waiting                               |             |      |      |      |      |      |      |      |      |      |       |       |
| Requests Waiting<br>(to enter your department) |             |      |      |      |      |      |      |      |      |      |       |       |
| Extra Staff                                    |             |      |      |      |      |      |      |      |      |      |       |       |

|  | SAT<br>Midnight | 1 AM | 2 AM | 3 AM | 4 AM | 5 AM | 6 AM | 7 AM | 8 AM | 9 AM | 10 AM | 11 AM |
|--|-----------------|------|------|------|------|------|------|------|------|------|-------|-------|
| Arrivals Waiting                               |                 |      |      |      |      |      |      |      |      |      |       |       |
| Requests Waiting<br>(to enter your department) |                 |      |      |      |      |      |      |      |      |      |       |       |
| Extra Staff                                    |                 |      |      |      |      |      |      |      |      |      |       |       |

|                  | Total |
|------------------|-------|
| Arrivals Waiting |       |
| Requests Waiting |       |
| Extra Staff      |       |