

NR 528 NP Week 5 Implementing Change

You are a nurse practitioner employed in a busy primary care office with responsibilities for managing the office staff, including the medical assistants who aid in client care as well as filing, answering calls from clients, processing laboratory results, and taking prescription renewal requests from clients and pharmacies. The office is part of a larger hospital system. One of the medical assistants has worked in the practice for 10 years and is very proficient at her job. She knows almost every client in the practice and has an excellent rapport with all the providers.

During an office visit, a client requested a refill for an amoxicillin prescription. When examining the empty bottle, you noted that the date on the bottle was one week ago. You also noted your name printed on the label as the prescriber, though you did not see the client last week. The client explained that she called last week because she was concerned about her cough and spoke to the medical assistant, who assured her that a prescription would be sent to the pharmacy for the concern. You do not recall having discussed this client with the medical assistant; the other providers in the practice deny speaking to or consulting about the client.

Include the following sections:

1. **Application of Course Knowledge:** Answer all questions/criteria with explanations and detail.
- **Based on the situation above, what are the ethical and legal implications for the practice at the system's micro-, meso-, and macro-level?**
 - Micro - is the doctor's office (department of the hospital)
 - Meso - is the NP who manages the office and staff.
 - Macro - Is the healthcare organization (hospital).

The first ethical situation that immediately comes to the front is that you have a medical assistant working outside her scope of practice. At the macro level, for the hospital, this could lead to a sentinel event, which could have led to a severe medication error that could have caused serious harm, leading to death. The medical assistant also felt comfortable prescribing medication under the nurse practitioner's (NP) license, which is also legally unethical and a breach of her duties. An investigation is needed to assess if the scenario has occurred with other patients who use this office for their primary care needs and if any safety issues have reached any patients that may have caused harm or adverse reactions. On the micro level, in this situation, the family practice office could be shut down and unable to service the community for their medical needs. This office could cause huge financial