

Dr. Distler and classmates,

Based on the situation above, what are the ethical and legal implications for the practice at the micro-, meso-, and macro-level of the system?

Nurse practitioners are equipped to handle healthcare challenges that occur on these different levels of system structures (Tracy & Oerther, 2020). In healthcare, micro, meso, and macro structures play crucial roles in shaping the delivery of services and outcomes; in this situation, these could be the legal implications that could occur at each level of these systems. On the micro level, the medical assistant's prescribing medication without a proper medical license is illegal and unethical. It can lead to serious health risks for the patient and legal consequences for the individual and the practice. On the meso level, the office management must ensure all staff members know their roles and responsibilities. This situation led to poor oversight and clear communication between providers and medical assistants. On the macro level, the hospital system should have checks and balances to prevent such incidents. This incident could damage the reputation of the hospital system and lead to legal action.

What changes do you recommend to prevent further episodes of the problem behavior?

To enhance the efficiency and effectiveness of our healthcare services, several measures need to be implemented. Firstly, clear protocols for handling patient calls and prescription renewals must be established. This will ensure a streamlined process and reduce any potential errors or delays. Secondly, regular training sessions should be conducted for all staff members. These sessions will reinforce their roles and responsibilities, ensuring that everyone is aware of their duties and how they contribute to the overall functioning of the healthcare facility. Lastly, a clear communication channel must be established between providers and medical assistants. This will facilitate better coordination and collaboration, ultimately improving patient care. These measures, when implemented, will significantly enhance our healthcare services.

What coaching and feedback skills can be used to discuss the event with the medical assistant?

When discussing the incident with the medical assistant, it is crucial to use a non-confrontational approach. This approach helps to maintain a positive and respectful atmosphere during the conversation. It is also important to provide constructive feedback, emphasizing the seriousness of the situation. This feedback should be delivered to encourage learning and improvement rather than causing defensiveness or resentment. Furthermore, it is essential to encourage open communication. The medical assistant should feel comfortable discussing any issues or concerns in the future. This open communication fosters a supportive environment where everyone feels valued and heard, ultimately leading to a more effective and harmonious workplace.