



## Enrich Your Job and Boost HCAHPS Scores Research & Team Resources

### 16. Dare I Disobey?

#### Team Huddle Question:

Talk about situations in which you might be ordered to do something you believe will hurt a patient (such as giving the wrong medication). Brainstorm ways you can respectfully disobey that request to ensure the patient stays safe.

#### Research:

James T. A new, evidence-based estimate of patient harms associated with hospital care. *Journal of Patient Safety*. 2013;9(3):122–128.

[http://journals.lww.com/journalpatientsafety/Fulltext/2013/09000/A\\_New,\\_Evidence\\_based\\_Estimate\\_of\\_Patient\\_Harms.2.aspx](http://journals.lww.com/journalpatientsafety/Fulltext/2013/09000/A_New,_Evidence_based_Estimate_of_Patient_Harms.2.aspx). Accessed May 14, 2015.