

Character Profile: Treating Physician—Dr. Kramer

Demographics and Background

- You are a treating physician at Mercy Hospital—Emergency Department.
- You primarily work evening shifts, though do rotate to other shifts during the week.
- You are generally one of four physicians per shift. The ER doctor sees an average of 100 patients during an evening shift.

Incident Information

As an Emergency Department physician, your primary responsibilities include:

- Triageing patients based on severity of medical concern.
- Treating the immediate medical concern and/or transferring the patient to another hospital department.
- Prescribing medication and providing discharge instructions.
- Work as an integral part of MDT.
- You are a mandated reporter.

Character Development Tips

You have serious concerns about the burn to Caleb's hand.

- The burn appears to be several days old, in that portions of the skin are healing (evidence by drying and crusting.)
- Infection began to set in due to a delay in seeking medical attention.

- The large burn includes both partial and full thickness burns (i.e., the center of the burn is ulcerated, deep and nearly to the bone).
- The explanation/mechanism for the injury are inconsistent with the child's age and developmental state. It is more likely that he would pull away from a heat source before it would cause that serious of a burn.
- The location of the injury, on the back of the hand is extremely unusual. Burns to the hand are generally to the palm/finger tips and are less severe.
- As a mandated reporter, you must follow state laws and policies regarding situations of potential child abuse and neglect.
- You have the Delegated Authority to hold the child in Protective Custody and not release him until CPS and/or Law Enforcement can respond in person.

Dr. Kramer Module #1

Caleb has been brought to the ER by his father and paternal grandmother to be treated for burns to his left hand. The nurse completed the intake and advised you of the other injuries she noted on Caleb's body. (Review Body Chart)

You have directed the nurse to call hospital social services.

Nurse Bailey advises you that the grandmother, Joanna Perez is very upset and trying to convey information, but does not speak English very well.

You are contemplating involving CPS, but want to observe the injuries and talk to the caregivers before you direct the nurse to call the hotline.

Dr. Kramer Module #2 **Location: Hospital ER.**

Nurse Bailey makes introductions to you and the family and gives a brief summary of the injury and explanation of how it occurred.

You listen to the information from Nurse Bailey regarding the father's explanation.

You ask any further questions to seek clarification or to address the explanation.

Other Characters may have pertinent information not previously revealed.

You examine Caleb's injuries and then express the following concerns to father and grandmother.

- The burn on the hand is severe and appears to be healing, indicating it is older than to have just occurred that day as observed by the crusting, healing, and infection.
- This indicates a possible delay in seeking medical care.
- He has other bruises on multiple planes of his body in various stages of healing (with a lack of explanation).
- At a minimum, there is a lack of supervision for this 32-month-old child.
- You explain that due to the total sum of these concerns, you will be calling CPS as mandated by law.

Dr. Kramer Module #3 Location: ER

New Characters activated: Maria Thomas, Caleb's Mother and her friend Wendy Wright.

Caleb's response to seeing the new characters will activate the simulation.

- Wait for any initial interactions between family members to occur.
- You introduce yourself to Maria Thomas and assess her understanding of how Caleb received the burns to his hand.
- You inquire about the numerous other injuries to Caleb
- You restate your concerns about the burns
 - Severity
 - The Age: State of healing and infection
 - The explanation
 - At a minimum, the supervision Caleb is receiving
- You explain that CPS has been called and that they are on route to the hospital.

Dr. Kramer Module #4

New Characters Activated: CPS, Mx. Burnett and LE, Detective McCarthy

Nurse Bailey will activate the simulation by asking you and the hospital social worker to step out into the hall.

- Introductions are made between the MDT members.
- You along with other hospital MDT members exchange information about the injuries and your concerns.
- You listen while new MDT members review the information with Maria Thomas and Martin Perez.
- You can contribute your thoughts on discharge planning as seems pertinent.