

Name \_\_\_\_\_ Date \_\_\_\_\_

 **Support Services**

**Project 1.5 Topic:** Emergency Room Support Service

**Materials Needed**

- Student Information Sheet
- Patient Medical Record
- Student text
- Research resources, print and professional network

**Introduction**

Emergency rooms are staffed with a variety of workers from physicians to various levels of nurses and support service personnel. Many hospitals hire assistants or technicians to assist with a variety of duties. These positions are referred to as support service. Many require a minimum of a high school diploma and perhaps either a certification or a degree from a technical school. At times, training may be done on the job.

**A BUSY WEEK AT BEACH HOSPITAL**

You are an emergency room technician employed at Beach Hospital. It has been a very busy shift. Rooms have been used continuously and are running out of supplies. During this past week, there have been many accidents, and the emergency room is filled with patients, families, physicians, nurses and other medical staff. Your head nurse tells you to make sure everything is ready for incoming trauma because motorcycle crash victims are on the way.

The following project will help you see one of the many duties performed by support service workers in the emergency room. As you complete the project, ask yourself, “What is inventory, and why is its management important to an efficient emergency room?” and “What do you need to know to be an effective manager of inventory?”

**Procedure**

**PART 1:** Inventory Management

The following list contains some of the items essential to the care of a trauma victim. Define and explain what each is used for.

Sphygmomanometer: \_\_\_\_\_

Stethoscope: \_\_\_\_\_

Electrocardiograph: \_\_\_\_\_

Intravenous therapy equipment: \_\_\_\_\_

Sharps container: \_\_\_\_\_

Hazardous waste container: \_\_\_\_\_

*(continued)*

**Scenario 1: Motorcycle Crash**

Name \_\_\_\_\_ Date \_\_\_\_\_

**Project 1.5:** *(continued)*

PPE (personal protective equipment): \_\_\_\_\_

Suture tray: \_\_\_\_\_

Sterile and nonsterile dressing tray: \_\_\_\_\_

Linens: \_\_\_\_\_

Define all words that are not familiar to you from the patient medical record.

**PART 2:** List and Compare Information

List and compare your sources of information with others in the class. List a minimum of three sources of information. Use a format that is consistent with the requirements of your communication arts department.

First source: \_\_\_\_\_

Second source: \_\_\_\_\_

Third source: \_\_\_\_\_

Discuss and decide which were the most useful.

**PART 3:** Write an Article

Your local newspaper reporter came by your work area after her attempt to get information from the admitting clerk. She also covers the “Careers” section of the paper and noticed you doing your work. She asks you for an interview, but you are too busy at the moment. She asks if you could write a short article about your job, which will be published in the local newspaper. Write a one- to three-paragraph article on what you are doing and how important your job is to the efficient operations in the emergency room.

**PART 4:** List and Analyze Support Services Jobs

You’ve been focusing on managing inventory in the emergency room. Now list job titles for the individuals featured in the Support Services section of your student text. For each title, write a brief statement that indicates how their successful job performance depends on a well-managed inventory.