

§1. Identify the team members involved in this scenario.

RN, Dr., unit coordinator, orderly, Spanish interpreter, and the orderly

2. Identify the errors which took place in this scenario.

First the Dr. Did not communicate with the RN, he just handed him the chart, second the off going RN did not check to see if there were orders, then did not report changes on the patient. Also, the patient did not speak English so how could they tell if what the patient was feeling. When the patient went to X-ray, the proper arm band to identify the patient was not on.

3. Identify what was done correctly in this scenario.

The unit coordinator did state to the RN coming on that there was an order for an x-ray, the x-ray department would not perform the procedure without proper identifiers, the RN got an interpreter for the patient, and the RN check the charts to see if their other orders.

4. If you were Thomas, what would you have done differently?

I would have investigated further in to why the patient wasn't talking; I would have immediately checked the charts after the doctor left for orders and to make sure I was giving accurate hand off report to the next RN. I would have made sure the patient had a proper identifying arm band.

5. If you were Anna, what would you have done differently?

I would have acknowledged the patient did not have an arm band, investigated the chart right away for anything new. I would have assessed the patient and figured out why she wasn't answering any questions for anyone.

6. In addition to the team members identified in the scenario, who are some individuals in the healthcare setting who must communicate with one another?

Case management, social department, unit coordinators from the different departments.

7. What should you consider when communicating with others?

That all information given is up to date and accurate.