

AMSN 2023

Z-Chapter 12: Case Study

Thomas, an RN on a busy medical-surgical unit, is caring for 32 year-old Sofia who is a Hispanic female admitted with hypoglycemia. During patient rounding, Dr. Payne notes that Sofia has a glucose level of 42. He writes an order for an amp of D50 and a CXR. Upon completion of the orders, he hands the patient's chart to the unit coordinator.

Just as the patient is leaving for her x-ray, Anna, RN comes in to relieve Thomas for lunch. Thomas reports the following to Anna: patient is alert and oriented to self only. She has not spoken since admission and only nods when her name is called. Dr. Payne made rounds but did not report any changes in treatment for Sofia at this time. The unit coordinator did state that there was a new order for an x-ray and the patient has just been transported to the x-ray department by the orderly.

Ten minutes after receiving report, Anna receives a call from the x-ray tech who states they cannot perform the x-ray because the patient does not have an armband on and she is speaking in Spanish. Anna goes to the x-ray department and is unable to identify the patient, so she asks for a Spanish-speaking interpreter. The interpreter states that the patient is confused.

Anna returns Sofia to her room and checks the chart. She finds the new order for D50 and administers the medication immediately. The patient wakes up and is alert and oriented.

Questions:

- 1. Identify the team members involved in this scenario.
Registered Nurse, Dr. Payne, unit coordinator, x-ray tech department, communication interpreter.
- 2. Identify the errors which took place in this scenario.
No identification band on patient, lack of communication related to the doctor's new orders, did not have an interpreter ready for Anna.
- 3. Identify what was done correctly in this scenario.
Thomas did a hand off when he was relieved for lunch, orderly took patient down for x-ray in a timely manner, got an interpreter when needed, administers the D50 immediately when finding the order.
- 4. If you were Thomas, what would you have done differently?
I would have rechecked orders, as well as the patients room once the doctor has left if you missed them leaving, had given a more precise hand off.

- 5. If you were Anna, what would you have done differently?
Checked the orders, and chart myself to confirm the hand off report and to see if there was anything missing. Administer the new order of D50. Assessed the patient myself when taking over for another nurse.
- 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?
The nurse and orderly, the doctor and nurse, the nurse and unit coordinator, the nurse and family.
- 7. What should you consider when communicating with others?
Having a clear report, use language they understand, assess their understanding.

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