

## 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.

Team members involved in care for Sofia would include the RN, physician, unit coordinator, orderly, x-ray tech and interpreter along with Anna.

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

Upon admission, Sofia should have been given an interpreter and an arm band. With a blood sugar so low, the physician could have made a STAT order for the D50 as well as told the RN or coordinator. Thomas could have checked for new orders knowing that the physician did rounds. The orderly should have checked for the arm band before transporting the patient.

- 3. Identify what was done correctly in this scenario.

The x-ray technician was correct in this scenario for attempting to ID the patient before the x-ray as well as getting Sofia an interpreter. Anna was also correct by checking the patients chart.

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

Thomas should have checked for new orders after rounds were completed and an interpreter should have been received. He should have made sure patient ID band was on Sofia as well.

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

Anna could have checked chart before receiving the patient from Thomas.

- 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?

Communication is important for everyone in a healthcare setting. PT, OT, dietary, housekeeping, social workers.

- 7. What should you consider when communicating with others?

Patient safety should always be considered when communicating with others as well as clear, concise, understanding of what is being communicated.

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