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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.
  - Thomas (RN), Anna (RN) (Thomas breaker), unit coordinator, DR. Payne, and X-ray department.
- 2. Identify the errors which took place in this scenario.
  - Patient should have been started on the D50. The patient has no arm band to be identified with. The patient is Spanish speaking only, the patient should have had an interpreter during the assessment and during patient care.
- 3. Identify what was done correctly in this scenario.
  - They finally got a Spanish speaking interpreter for patient. The patient was finally started on D50 and was administer. Patient is finally alert and oriented.
- 4. If you were Thomas, what would you have done differently?

- I would have checked for any new orders before I left for lunch and I would have checked orders for what to do since the patient's blood sugar was 42 before I left for lunch.

- 5. If you were Anna, what would you have done differently?
  - I would have asked for more information on the patient before Thomas left for lunch. I also would have made sure the patient had an arm band and was alert and oriented when checking on her. I would have also checked her blood sugar again and follow policy protocol for hypoglycemia.
- 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 unit coordinator should have communicated orders to Nurse Thomas or Anna. The nurse should have communicated with charge and doctor about the low blood sugar of Anna. Some others that could communicate on the unit are UAPs with nurses, LPNs with nurses, Lab with Nurses and doctors.
- 7. What should you consider when communicating with others?
  - You should consider being respectful, thorough and be short and sweet and only include information that is pertinent to the patient and their disease process. Also watch your tone and be respectful. Do not be rude or snappy with your coworkers.

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