

## 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.

The team member in this scenario is Thomas, Dr Payne, unit coordinator, x-ray tech, on coming nurse Anna, interpreter.

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

No communication between the doctor and the nurse. D50 was not administered. Communication was not given correctly from Thomas to the oncoming nurse. D50 should have been given before x-ray and monitoring the effects of the D50 before being sent to x-ray.

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

Anna asked for an interpreter realized the patient was confused. Looked back in the orders and seen the D50 was not given. She then gives this to the patient. Patient is now alert and oriented.

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

Thomas knew the doctor was there to see the patient. He could have asked if there were any new orders. With a blood sugar of 42 this had to be

addressed. He needs to give the D50 to the Sophia or communicated to Anna that this needs to be given when it comes up from the pharmacy.

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

If Thomas told her that her blood sugar was 42. She could have asked Thomas if there were any orders given for this blood sugar and if she was symptomatic. What is the plan for this blood sugar and why is she getting a chest x-ray.

- 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?

Every person dealing with the patient needs some type of communication for the safety and well being of the patient. Dietary, PT/OT, clergy, CNA, family.

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

Be specific and thorough when communicating. This scenario could have been a lot worse if Sophia did not get her D50.

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