

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.
 - Thomas- RN
 - Sofia- Patient
 - Dr Payne
 - Unit Coordinator
 - Anna, RN
 - Orderly
 - X-ray tech
 - Spanish Interpreter
- 2. Identify the errors which took place in this scenario.
 - Patient was not correctly identified, and the patient did not have an arm band on for identification.
 - The RN was too busy to properly report off to Anna.

- They did not know that the patient spoke Spanish and she probably wasn't able to understand their questions.
- 3. Identify what was done correctly in this scenario.
 - The Xray tech did it correctly when she realized the patient was not properly identified with an arm band and did not perform the Xray.
 - Since they were not able to communicate with her, they got her a Spanish Interpreter
 - The nurse checks the orders and gets the patient her correct medication.
- 4. If you were Thomas, what would you have done differently?
 - If I was Thomas, I would make sure that I read her chart and see if they put in there that she is Spanish speaking.
 - I would question why she is only oriented to self and only answering to her name. I would check to see if she has talked to any other nurses and also try to assess her differently with hand gestures. This would show that she is confused and may not speak English.
 - I would do a complete assessment and LOC assessment on Sophia.
- 5. If you were Anna, what would you have done differently?
 - I would have asked more questions to Thomas and ask him to give a full report on Sophia.
 - I would have made sure that Sophia was ready for the X ray and confirmed her name band and made sure she had everything before heading down.
 - I would have also checked to see if her LOC has changed and see if she is alert before leaving for the Xray.
 - Do a complete assessment on Sophia upon arrival in the room.
 - I would have checked the chart and read on Sophia.
- 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?
 - Nurses must communicate with patients, doctors, family members, PCT's, X ray techs, orderlies, charger nurses, and dietary.
 - Patients and families
 - Doctors and patients

- Dietary and patients
- Lab for blood draws with patients and nurses
- Respiratory therapists
- Social Workers
- Other nurses
- Patient Advocates
- 7. What should you consider when communicating with others?
 - When communicating with others it is important to know that nonverbal communication is huge and is well identified from others. We should be focused on others when they are talking and make sure that our full focus is on them. Don't put hands on hips or cross arms. Don't twirl hair or constantly move your legs. Also, it is important to have good body language and show your support through actions.

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