

AMSN 2024  
Unit 2  
Z-Chapter 12: Case Study  
On-line Content (1hour)

Unit Objectives:

- Describe the basic components of communication. (6)\*
- Identify effective ways of communicating with the health care team. (4,5,6)\*
- Apply effective communication skills in various nursing activities. (2,4,5,7)\*
- Discuss team building, group problem solving, and interprofessional practice. (5,6,7)\*
- Analyze components of interprofessional practice. (5)\*

\*Course Objectives

**Assignment:**

Read Z-Chapter 12 pg. 276-304, Z-Chapter 12 online PowerPoint, and ATI: Leadership and Management Chapter 2 & 3.

Read the case study, then answer the case study questions below.

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.
  - a. Some team members that was involved in this scenario was Thomas who is an RN, Anna who is also an RN, X-ray tech and Dr. Payne.
2. Identify the errors which took place in this scenario.
  - a. Some errors that took place in this scenario was the patient didn't have an armband on therefore they were not able to identify who the patient was and she also couldn't get her x-rays done.
3. Identify what was done correctly in this scenario.
  - a. Something that was done correctly In this scenario was getting an interpreter to help communicate with Sofia, the patient. Another thing that was done right was canceling the x-ray because she didn't have an armband on and therefore they couldn't identify the patient for the procedure.
4. If you were Thomas, what would you have done differently?
  - a. If I was Thomas something that I would have done differently is getting an interpreter right away. She speaks another language and was probably just nodding her head because she wasn't understanding what was going on anyway. I also would wait to go on lunch until everything was figured out, Sofia should've had an armband on this entire time to prevent any medical errors.
5. If you were Anna, what would you have done differently?
  - a. If I were Anna something that I would have done differently was make sure I had any questions and if I did that the questions were answered. Anna should've noticed that Sofia didn't have an armband on. I also would have asked for a more detail report such as her head-to-toe assessment and her vital signs to make sure she was stable and to know her baseline.
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?
  - a. It is important for everyone to communicate with one another when taking care for the same patient. The PCT who are taking care of the patients, PT/OT, lab, all members of the healthcare system should work together and communicate that way there is no confusion when taking care of the patient and this will help avoid mistakes.
7. What should you consider when communicating with others?
  - a. Something you should consider when communicating with others is to never assume. You should never assume that other members of the health care system know information about the patient you are taking care of. If you assume important

information could be miss and could affect how the care is being done for those patients.

*In order to receive credit for this online content (1H), the assignment must be completed in full and submitted in the dropbox by the due date and time (1/22/2024 at 0800).*