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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.

Thomas the first RN caring for Sofia.

Anna the RN who relieves Thomas for lunch.

Dr. Payne who rounded on Sofia and added orders.

Unit Coordinator Dr. Payne handed Sofias chart and new orders too.

Orderly who transported Sofia to X-ray.

X-ray Tech who couldn't perform the x-ray.

Interpreter who was the communication between Sofia and everyone else.

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

Sofia was admitted with hypoglycemia so Thomas RN should have checked it or had their PCT do it and follow up to make sure that it was checked. Dr. Payne noticed Sofias blood sugar was low and did not communicate this to the RN (Thomas) or to the unit coordinator. He also did not put the orders in and just handed the chart off to the unit coordinator. Then the unit coordinator did not put the orders in, (at least not right away) assuming the doctor was doing it. Also, the unit coordinator did not verify the orders with the Dr. including who was placing them. Thomas RN also did not follow up with the Dr. Had he seen him leave his patients room (he might not have seen the Dr. enter or leave). The patient should not have been taken for X-ray without having received the D50 first. Also, the patient was missing their armband and this is a safety risk.

3. Identify what was done correctly in this scenario.

Dr. Payne rounded on Sofia and noticed her glucose level was 42 and wrote an order for D50 as well as a chest Xray. The orderly takes Sofia down for her x-ray promptly. The chart was checked at the end for new orders and the D50 was administered, the patient then became alert and oriented.

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

I would have checked my orders and if possible, verified with the doctor what/if any orders he planned on placing. I would have also assessed my patient and taken blood sugar or delegated this to the PCT since Sofia was only oriented to self.

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

I would have asked if Thomas had taken her blood sugar as well as checked and verified if there were any orders. Or I would have delegated to a PCT to obtain the blood sugar for me.

5. In addition to the team members identified in the scenario, who are some individuals in the healthcare setting who must communicate with one another?

Lab with the nurses if the patient needs labs drawn and when. Dialysis in case the patient must go down and what time so they can plan for

that. PT/OT so the nurse can plan care around when they might be coming down. Patient management to figure out their living situation and see what would most benefit the patient, whether it be rehab, in home health care, assisted living or a nursing home.

7. What should you consider when communicating with others?

*Never assume someone knows everything that is going on and to always verify orders or the possibility of new orders. As well as confirming who is placing the orders and to not be afraid to ask.*

*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).*