

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. Thomas, Dr. Payne, Anna, XRay Tech, UC, Orderly
2. Identify the errors which took place in this scenario.
 - a. Glucose result not being considered a critical
 - b. Writing orders and handing chart to UC-not notifying RN
 - c. Thomas leaving for lunch before checking status of pt and orders
 - d. Thomas not recognizing language barrier
 - e. Payne not noting any changes
 - f. Pt does not have armband-unable to safely ID pt
 - g. Anna administering meds without pt being ID
3. Identify what was done correctly in this scenario.
 - a. The physician noted the hypoglycemia and writes order
 - b. Anna received report from Thomas before he left for lunch
 - c. X-ray tech called with concerns, did not proceed with treatment
 - d. Anna asking for a translator
4. If you were Thomas, what would you have done differently?
 - a. Checked for new orders before leaving for lunch-include in handoff report
 - b. Check pt ID upon first encounter
 - c. Realized she doesn't speak English with her behavior
 - d. Bedside report w/ Anna
5. If you were Anna, what would you have done differently?
 - a. Called Thomas when X-ray couldn't ID
 - b. Not administer medication without ID
 - c. Bedside report w/ Thomas
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. Dietary, case management, lab, PT/OT
7. What should you consider when communicating with others?
 - a. Important messages are prioritized and received
 - b. Not relying on a third party to communicate/relay messages
 - c. Language barriers may exist
 - d. Pts may be confused

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).