

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.

The team members involved in this scenario include Thomas (RN), Sofia (patient), Dr. Payne (HCP), Anna (RN), unit coordinator, orderly, x-ray tech, and the Spanish speaking interpreter.

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

The first error which occurred involved Dr. Payne and Thomas (RN). Dr. Payne and Thomas did not communicate with each other about the new orders for Sofia which included D50 and a chest x-ray. Next, Thomas reported to Anna that the patient was alert and oriented to self only, but she had no name band on which would make verification of herself invalid. Because Anna and Thomas did not review the orders for the patient, only relying on what the unit coordinator said was ordered for Anna, she went to x-ray with no wrist band and without the vital medication she needed to be alert and oriented. They should have used an interpreter as well for communication. Thomas and Anna should have entered Sofia's room together and complete a bedside hand off report so they could assess her together. I do question how Dr. Payne communicated with her if he did use the interpreter or not.

3. Identify what was done correctly in this scenario.

The unit coordinator did communicate with Thomas and Anna about the new orders. Anna used the interpreter to communicate with Sofia and administer the necessary medications to wake Sofia up so verification of identity could be completed correctly, and she could go get the x-ray Dr. Payne ordered.

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

If I were Thomas, I would have assessed the patient before hand off and I would have tried to communicate with Dr. Payne after he assessed the patient. Thomas should have checked orders after Dr. Payne checked in Sofia and verified the new orders. I would have also checked on Sofia at this point before x-ray and used an interpreter to explain where she was going and verify her identity. D50 should have been given ASAP since her LOC seemed to have changed.

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

If I were Anna, I would have asked Thomas to come see the patient with me so we could assess the information he passed on to make and make sure it was accurate. I would have also considered checking the patient before she went to x-ray. I would have checked the orders with Thomas to see what was needed for the patient as well.

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?

Obviously the doctor and nursing staff should communicate with each other. Laboratory, radiology, PT/OT, dietary, respiratory, housekeeping, orderly's (PCT), unit coordinators, charge nurses, nursing supervisors, hospitalists, and more communicate with each other over patient needs.

7. What should you consider when communicating with others?

I would consider the situation at hand, who is the patient? Why are they here? What do they need? I would use I-SPAR-R before calling or talking with others beforehand and make sure I have a plan. My body language should also be considered, making sure I make eye contact, stand straight, open posture, focus on them. The timing should also be considered. If I need to communicate with them within a certain time period, such as in a code or after a critical lab is confirmed, I need to take that into account.

*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).*