

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 the RN, Dr. Payne, the unit coordinator, Anna the RN, floor orderly, X-Ray tech, and the interpreter.
2. Identify the errors which took place in this scenario.
  - a. The doctor wrote the order and handed the chart to the unit coordinator. He should have made the bedside nurse or charge nurse aware of the order as it needed to be administered rather quickly.
  - b. When nurse Anna came to relieve Thomas for lunch. He handed off with the information that he assessed and said the doctors had not told the nurse any changes to the plan of care.
  - c. Neither Anna, Thomas, nor the Doctor correctly identified the patient using the wristband.
  - d. Anna could not identify the patient likely because a bedside handoff did not occur, and she had not assessed the patient since taking over care.
  - e. The nurse Anna was going off of what the nurse Thomas had told her rather than what was ordered in the computer.
3. Identify what was done correctly in this scenario.
  - a. The nurse Anna came to break Thomas to ensure that there was a nurse to contact in regard to the patients on the floor.
  - b. The unit coordinator ensured the patient was transported to X-Ray in a timely manner.
  - c. The X-Ray tech used the correct way to identify the patient prior to the image being taken and noticed the arm band not in place. The tech did not take the image without being to identify the patient.
  - d. The Spanish speaking interpreter was called to help the patient communicate.
  - e. When the order for D50 was noticed it was given immediately.
4. If you were Thomas, what would you have done differently?
5. If you were Anna, what would you have done differently?
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?
7. What should you consider when communicating with others?

*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).*