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 in this scenario are Thomas, RN, Dr Payne, Anna, RN, unit coordinator, x-ray tech, patient

2. Identify the errors which took place in this scenario. Dr Payne just handed off the chart to unit coordinator and did not communicate to anyone the new orders. Thomas, RN did not completely assess pt and see why she was only oriented to self or use wrist band for identification. The unit coordinator only stated there was new order for x-ray but not the order for D50. Communication was not the greatest with the Spanish speaking and lack of interpreter until down in x-ray.

3. Identify what was done correctly in this scenario. The x-ray tech did a great job with checking for armband. Anna does a great job getting an interpreter for communication. Anna also investigates what is really going on by actually checking the chart herself and seeing that the new order was put in and she administered it promptly.

4. If you were Thomas, what would you have done differently? I would have assessed better (armband and why she was not talking).

5. If you were Anna, what would you have done differently? I would have gotten report and checked the chart for anything new or that was missed in report.

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? Ancillary staff, registration, doctors/nurses/technicians, family, patients

7. What should you consider when communicating with others? Things to consider when communicating is distractions, nonverbal communication, body language, common language, foreign language, medical jargon/understanding.

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).