

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 (RN), Dr. Payne, Anna (RN), X-ray tech, interpreter.**

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

**A few errors that took place was the patient was not English speaking but didn't have an interpreter throughout most of her stay. She was not verbal for most of her time at the hospital and only nodded when her name was called. Thomas forgot to pass on to Anna the order for the amp of D50 for her low glucose. Lastly, correct identification of the patient was not taking place throughout her stay because she had no armband on.**

3. Identify what was done correctly in this scenario.

**It was correct to not do the x-ray until the patient was more stable and had the correct identification.**

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

**If I were Thomas I would have done a more thorough report to Anna so she had a better understanding of the patients status, I also would've made sure the patient had an interpreter along with an armband used for identification.**

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

**If I were Anna I would have asked Thomas for a more detailed report on Sofia, the report that was given was very brief and there were a lot of details not brought up.**

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?

**Individuals that must communicate in a healthcare system are: PT/OT/Speech therapy, dietary, lab, radiology, orderly's, etc.**

7. What should you consider when communicating with others?

**When communicating with others it is important to know their level of knowledge and communication, and use the correct terminology. It is also important to never assume someone knows everything about a patient, a detailed report should always be given.**

*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).*