

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, unit coordinator, xray, orderly

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

The lack of communication from the dr. to nurse Thomas, Thomas didn't assess blood glucose levels when his patient was only "alert to self" and not really answering questions appropriately despite her admitting dx. Also lack of communication from the unit coordinator to nurse Thomas about the dr.'s change in orders regarding her low blood sugar. There is no arm band on the patient to identify the correct patient and hasn't been provided a translator. Did nurse Anna verify the correct patient is patient didn't have a identification band?

3. Identify what was done correctly in this scenario.

The nurse taking over for the main nurse, checked the order when patient came back and noticed the D50 order and gave it asap. Orderly transported patient to xray as told to do.

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

Speak to the Dr. after he assessed the patient to see what orders he was putting in. Assess patient to the fullest, this includes an interpreter to try to help when asking patient questions, and check patients blood glucose levels, especially because of her admitting diagnosis and her current state before he left for lunch.

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

Ask more questions from Thomas, like when was her last glucose taken? and checked that patients chart quicker?

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?

Doctors should communicate with the nurse and vice versa, especially if new orders are going to be placed. The Unit coordinator's job is also to help communicate things with the nurse, especially if the doctor informed her of the orders. And nurses must communicate appropriately and efficiently with each other to better the outcome of patient care and well-being.

7. What should you consider when communicating with others?

To gather all information, on a patient when giving report to the others. Gather and communicate with everyone from the healthcare team to assure everyone is on the same page.

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).