

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.
 - Anna RN, Thomas RN, Dr. Payne, Orderly, unit coordinator, X-Ray Tech, Interpreter
2. Identify the errors which took place in this scenario.
 - Sophie never received D50 before heading down to x-ray, there was no communication between the doc and the RN, there was no armband on the patient
3. Identify what was done correctly in this scenario.
 - report given to Anna before Thomas headed to lunch. Orderly transporting patient to X-ray. Anna gave Sophie the D50 as soon as she saw the order from the doctor.
4. If you were Thomas, what would you have done differently?
 - If I were Thomas I would have tried other interventions to understand why she wasn't communicating and hasn't spoken all shift. I would have asked the doctor when I saw them making rounds if there were any new orders.
5. If you were Anna, what would you have done differently?
 - If I were Anna I would have tried to gain a bit more information about Sophie before Thomas left for lunch or attempt to place eyes on her before x-ray.
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?
 - I believe all members on the healthcare team should communicate in some way. From this scenario the Doctor to nurse, Nurse to nurse, coordinator to nurse, Orderly and nurse, tech and nurse. Other members not from this scenario would be dietary, housekeeping, social worker, etc
7. What should you consider when communicating with others?
 - When communicating with others you want to make sure you are providing eye contact and providing feedback. Make sure that the person you are conversing with understands what you are saying and what point you are trying to make. Listen to what others are saying being sure not to cut them off. Also, pay close attention to your body language.

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).