

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, Dr. Payne, Anna, xray tech who is unnamed

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

Thomas did not acknowledge or report the D50 order to Anna, which should have been given before he sent her to xray. Thomas also did not have a wristband on the patient for identification. Thomas stated that the patient did not speak, he should have been aware that she was Spanish speaking in order to get an interpreter sooner.

3. Identify what was done correctly in this scenario.

Anna requested an interpreter, and when she returned to the room she checked the orders to discover the D50 order and administered the medication immediately.

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

I would have done a more thorough assessment in order to know the patient's primary language, as well as keeping up with orders in order to administer the D50 before the patient was transported to radiology, more thorough report as well.

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

I feel that Anna performed the job to the best of her ability, and she adequately dealt with the situation by requesting an interpreter as well as administering the medication as soon as possible.

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?

Physicians, Nurses, PCT, physical/occupational therapy, dietitians, case workers, radiology, pharmacy, laboratory.

7. What should you consider when communicating with others?

Knowing your audience, knowing what they already know and what they need to be educated on, as well as effective ways to educate. Pay close attention to the nonverbal cues that you give off, such as body language and facial expressions. Watch your tone of voice as well, keep it professional to not come off as aggressive or condescending.