

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: primary RN, Dr. Payne: HCP, Unit Coordinator, Anna: RN breaking Thomas for lunch, Orderly, X-Ray
2. Identify the errors which took place in this scenario.
Dr. Payne should've used the interpreter when he went into the patient's room and should've reported his new orders to the nurse, Unit coordinator should have alerted the nurse that the doctor gave new orders, Thomas should've reassessed his patient and checked for orders before sending the patient down to X-Ray.
3. Identify what was done correctly in this scenario.
Order for D50 to raise blood glucose level, providing a report to the nurse that is breaking you for lunch, Radiology not performing the X-Ray because the patient does not have a wristband, Anna going down to X-Ray to assess the patient and called a Spanish-Interpreter to help identify and communicate with the patient.
4. If you were Thomas, what would you have done differently?
I would've checked the patient's chart for new orders and reassessed the patient before going down to X-Ray and before giving a report to Anna.
5. If you were Anna, what would you have done differently?
I would've checked the patient's chart before assuming responsibility of caring for her while Thomas was on break because now the incident that happened looks like Anna's fault as well. I also would've assessed the patient before the patient went down for X-Ray to obtain a baseline of health status.
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?
Pharmacy, lab, other departments of Radiology such as MRI and CT, PT/OT, Respiratory, Surgery, Hospitalist, Resident Physicians, orderlies, nurse managers, charge nurses.
7. What should you consider when communicating with others?
Before communicating with others, make sure you have the latest updated information on your patient such as physical assessment, vital signs, and pain assessment so that you are accurately reporting the most recent information and to ensure that you receive accurate orders on how to resume care of your patient.

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).