

AMSN 2025
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 1,2,& 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.
The team members in this scenario include Thomas RN, Anna RN, Dr Payne, the unit coordinator, and the x-ray tech.
2. Identify the errors which took place in this scenario.
First, a Spanish interpreter was not initially offered to Sofia. It is stated that she has not spoken since admission, however, this could be due to a language barrier. Next, between Dr Payne, the unit coordinator, and the nurse, the orders were not properly communicated and the order for D50 was missed. The 42 blood glucose level was not reported either. Also, the patient was not wearing an armband and could not be identified properly.
3. Identify what was done correctly in this scenario.
A Spanish interpreter was finally offered to Sophia which assisted in her care. When Anna RN checked the chart, she noticed the order for D50 and was able to administer that to Sophia and raise her blood glucose.
4. If you were Thomas, what would you have done differently?
On admission, I would have screened Sophia for the need for an interpreter. This would make the patient feel more comfortable communicating her needs and I would be able to gather the information I need to best care for her. Knowing that Dr Payne did his morning rounds, I would have looked at Sophia's chart to check for any new orders.
5. If you were Anna, what would you have done differently?
After getting report from Thomas, I would have looked over Sophia's chart to see her previous care and to check the orders. I would have rounded on Sophia and perform an assessment. After my assessment, I would have checked her blood glucose.
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?
Other individuals in the healthcare setting who must communicate include orderlies, case management, charge nurses, and PT/OT. It is also important to have good communication with patients and their families.
7. What should you consider when communicating with others?
Before communicating with an individual, you should organize your thoughts first. Think about what you have to say or ask the person and how you are going to present it to the person. You should consider your non-verbal communication such as posture, facial expression, and gestures. Also, ensure that the person you need to communicate with is in a position to talk. You may not have their full attention if they are in the middle of completing a task.

In order to receive credit for this online content (1H), the assignment must be completed in full and submitted in the Z-Chapter 12 dropbox by the due date and time (1/23/2025 at 0800). Any assignment not completed in its entirety will result in missed class time and must be completed by the end of the semester to pass the course.