

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. Team members included in the scenario are both nurses, Thomas and Anna, Dr. Payne, the unit coordinator, an x-ray tech, an orderly, and an interpreter for the patient Sofia.
2. Identify the errors which took place in this scenario. The first error that took place in this scenario is the fact that no one knew Sofia only spoke Spanish, which is why she would only nod her head when her name was said. The next error is that the patient does not have on a wrist band with her identifying information. Another error is that during report, Thomas does not mention to Anna that her glucose level is only 42. Another error I noticed is that the administration of the D50 was not given immediately like it should have and the patient was sent to get the x-ray before given the medication.
3. Identify what was done correctly in this scenario. Something done correctly was that once Anna learned Sofia only spoke Spanish, she immediately got an interpreter for her. Another thing done correctly, although delayed was that Anna administered the D50 that was ordered for Sofia's condition.
4. If you were Thomas, what would you have done differently? If I were Thomas, I would have given Sofia her medication immediately, especially considering that her glucose level was so low. I would have also noticed that the patient did not speak English, which could have been why she was so confused at the time, therefore I would have gotten an interpreter sooner. I also would have been more thorough on my hand off report to Anna before I left to go to lunch.
5. If you were Anna, what would you have done differently? If I were Anna, I would have asked Thomas more questions about the patient before covering for him to go to lunch. Not knowing your patient's condition can cause the patient more harm.
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? Some other individuals who must communicate with one another include social workers or case managers since she has a language barrier. Dietary could also be included since she is hypoglycemic.
7. What should you consider when communicating with others? When communicating with others you should consider being specific about the patient's current condition, especially when you are handing your patient off to someone else. You should also consider language barriers when it comes to your patients. If they seem confused and are only nodding their head, like in this case, it should be further investigated as to why.

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.