

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.

Thomas-RN, Anna-RN, Dr Payne, Unit Coordinator, Orderly, Xray tech, and Interpreter

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

Incomplete Handoff Communication

- Thomas didn't fully report critical information to Anna during the handoff, specifically the patient's dangerously low glucose level (42) and Dr. Payne's order for D50.

Failure to Administer D50 Promptly

- After receiving the report, Anna did not check for new orders or recognize the urgency of treating Sofia's hypoglycemia. The D50 should have been administered right away.

Failure to Recognize Signs of Hypoglycemia

- Both Thomas and Anna missed Sofia's altered mental status

Patient Transport Without Proper Identification

Sofia was transported to the x-ray department without wearing her armband.

3. Identify what was done correctly in this scenario.

The x-ray technician correctly refused to perform the x-ray because the patient was not wearing an armband. Anna appropriately recognized the need for a Spanish-speaking interpreter when she was unable to communicate with Sofia in the x-ray department. The decision to return Sofia to her room for further assessment rather than proceeding with the x-ray under unclear circumstances.

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

I would have provided a more accurate and complete handoff, administered D50 before leaving, verified patient identification, and document patient's condition better.

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

I would have reviewed orders right after report, give the D50 faster, question unclear information, and assess and reassess the patient.

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, UAPs, Dietician, Respiratory Therapy, and Lab

7. What should you consider when communicating with others?

Be clear, concise, correct, and complete. Also respect, confidentiality, professional, and timely.

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.