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 involved in this scenario include, Thomas who is Sofia's primary nurse, Anna, the nurse who is taking over for Thomas during his lunch break, Dr. Payne, who is Sofia's doctor, and the x-ray tech. There is also a unit coordinator, and an orderly.
2. Identify the errors which took place in this scenario.
   The first error I noticed was that upon reading Sofia's chart, Thomas handed it to the unit coordinator, rather than putting it back where it belongs. This could lead to the chart getting lost, or in the wrong hands. Also, when Anna came in to relief Thomas for his lunch break, he did not give her a full report. He hit most of the main assessments, however, he did not tell Anna that a new order of an amp of D50 was ordered by Dr. Payne after his rounds, due to Sofia's low blood sugar reading. Another error that I noticed was that the patient did not have an armband on, so nobody could identify her in this situation because she was confused and only speaking in Spanish.
3. Identify what was done correctly in this scenario.
   Something that was done correctly was that although Thomas did not give a full report to Anna before going to lunch, he took the time to at least give some information. Many nurses tend to handoff their patient and not give much information at all regarding them. Also, it was correct for Anna to request the Spanish interpreter. This way she was able to know exactly what Sofia was saying, rather than making assumptions. Once Anna finding checked the chart and noticed the order for D50, she delivered it immediately to the patient which was the correct thing to do since she was hypoglycemic.
4. If you were Thomas, what would you have done differently?
   The main thing I would have done differently if I was Thomas in this situation would have been to recheck the orders that Dr. Payne had ordered. This way, I would have been able to remember that an amp of D50 needed to be administered to the patient, and I could have relayed it to Anna. I think since Sofia's blood glucose level was 42, which is considerably low, I would have administered the D50 myself before lunch, that way I know it got done.
5. If you were Anna, what would you have done differently?
   Anna was put into a tough situation because she was given a report on the patient she was taking, but she did not know that she did not get the full report on her. However, if I were her, I would want to have the patient's chart and look over everything such as her latest vitals, blood sugar, assessments, and the orders. This way she would have been able to see that an amp of D50 was ordered and never administered.
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?

In addition to doctors, orderlies, nurses, x-ray techs, and unit coordinators, there are so many others in the healthcare setting that need to communicate with each other to maintain patient safety. For example, therapists whether they are a PT, OT, ST, or a psychologist. They should all communicate the patient's progress so all of those that are caring for them know their limitations. Other individuals include, pharmacists who will be able to answer questions about certain medications that the patient is on, and also dietitians who can help the patient develop meals that are suitable to them.

7. What should you consider when communicating with others?
   When communicating with others there are several things that you should keep in mind. One of those is your body language, which accounts for 55% of the meaning of what you are trying to say. The other person can tell a lot about how you say something just based on your body language because if you're slouched, leaning back, or not making eye contact it could give the appearance that you do not care about what you are saying. Another thing you should consider is your tone of voice. While communicating with others, it is importance to maintain a positive attitude, and not seem bossy or judgmental when you are talking. You want to make sure that you are facing the individual you are talking to, you have relaxed facial expressions, as well as relaxed gestures.

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.