

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, Anna, Dr. Payne, unit coordinator, x-ray tech, orderly, and the interpreter.
2. Identify the errors which took place in this scenario. The patient did not have an arm band, Thomas said there were no new changes, the medication was not administered in a timely manner, and the interpreter should have been involved a lot sooner.
3. Identify what was done correctly in this scenario. The patient was being taken to x-ray, report was given before Thomas left for lunch, and Anna took the correct steps to resolve the issues like verifying her identity and rapid medication administration once she identified the issue.
4. If you were Thomas, what would you have done differently? I would have checked the patient for a wristband, administered the medication immediately, and reported the changes and new orders to the oncoming nurse.
5. If you were Anna, what would you have done differently? I would have asked questions regarding the patient during report and gone into the room before Thomas left to gather more information.
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? X-ray must communicate to management as there was an error that needs to be addressed, Anna should also report the incident and talk to Thomas as he did not accurately report the situation. An interpreter should have been involved from the get-go and the med surg department as well as any department she was in before med surg should be educated by their team manager.
7. What should you consider when communicating with others? You should consider that they aren't aware of the situation and that it is very important to include all relevant information that is pertinent to the patient and the situation.

*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.*