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.
    a. Thomas, RN off-going and Anna, RN on-coming
    b. Dr. Payne
    c. Unit Coordinator
    d. X-ray technician
    e. Interpreter
2. Identify the errors which took place in this scenario.
    a. The patient had a blood sugar of 42 which was not addressed until the patient received D50
    b. Thomas did not explore why the patient was not speaking, he could have attempted to involve an interpreter earlier
    c. The patient does not have a wrist band
    d. The medication may have been given without the wrist band or observing the 6 rights of medication administration
    e. The doctor communicated new orders to the UAP rather than to the nurses directly
    f. The patient was there for hypoglycemic but the nurse did not give report on the patient's blood sugar level or signs of hypoglycemia
3. Identify what was done correctly in this scenario.
    a. Anna got an interpreter so the patient could begin communicating
    b. The x-ray technician denied performing the x-ray because the patient did not have a wrist band
    c. The patient's low blood sugar was treated
4. If you were Thomas, what would you have done differently?
    a. Determined if the patient spoke another language and involved an interpreter sooner
    b. Assessed the patient's blood sugar level
    c. Questioned the need for a chest x-ray
    d. Made sure the patient had an identification band on
5. If you were Anna, what would you have done differently?
    a. Not given the medication without the patient identification band
    b. Assess blood sugar levels before and after D50 administration
    c. Questioned the patient's need for a chest x-ray
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?
    a. Dietary
    b. Interpreter
    c. Admissions
    d. Charge Nurse
    e.
7. What should you consider when communicating with others?

a. Body language
b. Patient’s LOC
c. Organize thoughts before speaking
d. Be clear and concise with communication

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.