

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.
Dr. Payne, the RN, unit coordinator, the x-ray technician, and the interpreter.
2. Identify the errors which took place in this scenario.
One error is the patient was not speaking and only nodding her head at the questions being asked which could mean she did not understand. The patient did not have an armband that she should have received upon arrival at the hospital. The patient should have been informed in a way she could understand what is going on.
3. Identify what was done correctly in this scenario.
The patient is hypoglycemic with a blood sugar of 42. She would need dextrose to help increase her blood sugar. The x-ray tech asks for an interpreter to understand the patient. The x-ray tech does not do the x-ray due to the patient missing the armband and communicating with the staff.
4. If you were Thomas, what would you have done differently?
I would ask for an interpreter to help better understand the patient. I would inform the patient about what is going on because the patient may be scared. I would get the patient's armband. I would ensure that things were at a good place before I went to lunch. I would ask the Dr if there were any changes that are needed on his next set of rounds.
5. If you were Anna, what would you have done differently?
I would ask why the patient has not spoken yet. I would suggest the RN doesn't leave until the situation is stable and not confusing. I would look at the chart and then ask the Dr any questions that were unanswered by the chart or the RN.
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?
The RNs must communicate with one another. The Dr needs to communicate with the RN as well as the other way around. The UAP needs to communicate with the RN and the other way around. Case management needs to be involved with everyone as well.
7. What should you consider when communicating with others?
I would consider what I personally would like to know about the patient to ensure the patient is properly cared for. I would like to know why the patient is here, how they are doing, history, any changes that have occurred, any new orders, any new medications, and if the patient has any allergies. These are just a few important things that I think are important.

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.