

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, Dr. Payne, Unit coordinator, Anna RN, the orderly, the x-ray technician, the translator

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

Thomas the RN did not communicate or try to get her to speak to find out if she speaks a different language, he did not read the orders back to the physician, he also did not tell the other RN Anna about the new orders for D50 and the CXR. The patient also did not have any identification band to identify her to ensure she was the correct patient. Since the order for D50 were not communicated effectively and the patient wasn't assessed by Anna, it led to a delay in the administration of D50 for her hypoglycemic status.

**3. Identify what was done correctly in this scenario.**

Dr. Payne noted the critically low glucose level and promptly ordered D50 and a CXR right away. The x-ray technician recognized that the patient did not have proper identification or a translator and paused the CXR to ensure patient safety. When nobody could communicate with Sofia, a translator was called down to help with communication. After returning Sofia to her room, Anna identified the missed D50 order and promptly administered the medication.

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

If I were Thomas, I would have administered the ordered D50 immediately after Dr. Payne documented the order. Then, when giving the handoff to Anna, I would have reported all new orders, including the D50 and chest x-ray. I would also ensure the patient had an armband to identify her correctly. I would have also addressed the language barrier sooner to ensure correct communication is given.

**5. If you were Anna, what would you have done differently?** If I were Anna, I would immediately look at the orders to ensure any meds that are STAT are given. I would have also given the D50 before Sofia left for the CXR. If the D50 order had been missed or delayed, I would have administered it before Sofia left for the x-ray. I would have identified the patient and seen she did not have an arm band before anybody transported her.

**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?** Pharmacist, charge nurse, the lab, case management, dietary and patient advocates.

**7. What should you consider when communicating with others?**

When communicating with others, I should consider that my messages need to be clear and direct and have necessary details, have an appropriate SBAR, avoid assumptions with the patient or team, share critical information in a timely manner, and use appropriate cultural preferences.

*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.*