

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, Patient-Sofia, Anna RN, x-ray tech, the unit coordinator
2. Identify the errors which took place in this scenario.
The patient didn't have an ID band, the order for D50 was not given at the correct time, Thomas didn't know Sofia had low blood sugar so Anna nor Thomas addressed it, an interpreter wasn't used until she was misidentified, the doctor did tell Thomas or write it in the notes. The interpreter should have tried to find more information than just saying she was confused.
3. Identify what was done correctly in this scenario.
Anna used the interpreter, and the X-ray tech tried to verify the patient and refused to do the scan. Anna gave the D50
4. If you were Thomas, what would you have done differently?
Thomas should have looked at the chart throughout the day. He should have verified that the patient had an armband on.
5. If you were Anna, what would you have done differently?
I would have asked Thomas to do walking rounds if the patient were confused. It was nothing Anna could have done; when she came, the patient was already off the floor.
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 PCT could communicate. The doctor wasn't taking the blood sugar, so it must have been a PCT. Registration: how was the patient admitted to the ER if no one knew why she was there? To get to the med surg floor, she went to at least four other people. Registration, RN in ER, doctor in ER, pct in ER, maybe a charge nurse. You are telling me no one knew who she was, why she was here, and that she has a history of diabetes. This case study gives me so many questions. Who brought her to the hospital? She is 32. Did no one think it was weird that she was confused at that age?
7. What should you consider when communicating with others?
Communicate. No one was talking to each other, so the wrong information was given. Personally, If I'm coming into the shift, during the report, I hear the patient is confused but not on the floor. I'm going to have more questions.

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.