

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 the 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 is the RN that is taking care of Sofia, and Anna is another nurse that will be caring for Sofia when Thomas leaves. Dr. Payne is Sofias physician who ordered the x-ray and D50. The Unit Coordinator was also involved in this scenario and confirmed there was an x-ray ordered for Sofia. An X-ray tech was also involved as they told the nurse they were unable to perform the X-ray due to the patient's missing wristband. There was also an interpreter that was involved with communication.

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

The first error that took place was the missing wristband that was used to identify the patient. This is important to have so that whichever health care team is working with that patient they are able to make sure they have the right patient. The next error that took place was the failure to identify the need for an interpreter. Since Sofia was already confused it was important to have someone who is able to identify the patients needs and what they are trying to communicate. The last error that took place was the failure to initiate D50 right away. Since this patient was hypoglycemic and her blood sugar was 40, it was important to start the D50 right away to bring up her blood sugar before it gets worse.

3. Identify what was done correctly in this scenario.

In this scenario the nurses were able to do hand off reports correctly and made sure to include important information about this patient. Although they did not have an interpreter right away for this patient, they were able to identify the need for one and got one to help with communication. After the x-ray techs were unable to get the x-ray they needed the nurse made sure to get Sofia back to her room safely and administer the D50 as ordered.

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

If I were Thomas I would have made sure that the patient had an ID band and if she did not to make sure to get her one before they come together for the X-ray. Another thing I would've done differently would be getting an interpreter for the language barrier.

5. If you were Anna, what would you have done differently?

If I were Anna I would have checked to make sure that the patient had an ID band on. The next thing I would have done would be to check Sofias LOC. Since she was already confused it is important to see how much confusion she really has, and to get that under control before

getting an X-ray. Lastly, if I were Anna I would have given the patient some orange juice or something to help stabilize her blood sugar a little bit before her order of D50 came in.

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?

In the healthcare setting it is really important to have good communication with Pharmacy. This can be really critical in certain situations, on getting the right medication in on time. Another team member is the patient's case manager. This is important to figure out what type of care this patient will need after leaving the hospital, and making sure her family is being contacted. Dietary is also really important in making sure the patient is getting the right meals that fit with their diagnosis.

7. What should you consider when communicating with others?

When communicating with others it is important to be clear, concise, and accurate. This can include the patient's language, religion, and medical wishes. All of these are important to know when caring for a patient. The patient's needs are also really important to communicate. It is important to acknowledge these needs and try to fulfill them as best as possible to help keep building a trusting relationship with the patient.

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.