

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. Dr. Payne, Thomas, RN, the unit clerk, Anna, RN, X-ray tech.
2. Identify the errors which took place in this scenario.
 - a. Dr. Payne did not inform the RN of the patient's low glucose levels, the RN did not follow up with the Dr., the Dr. notes or the patient. The Unit clerk saw new orders and only reported the CXR, the orderly didn't verify the patient had a wristband on
3. Identify what was done correctly in this scenario.
 - a. The X-ray tech didn't do the CXR because the patient didn't have a wrist band and was unable to identify themselves due to only being able to speak Spanish. They called a translator, Anna, RN, checked for orders from the dr.
4. If you were Thomas, what would you have done differently?
 - a. If I was Thomas, I would have either followed up with the dr before he left, rounded with the dr or checked the chart for any changing orders prior to going to lunch.
5. If you were Anna, what would you have done differently?
 - a. After receiving an update from Thomas, I would've looked in the chart myself to update on the patient that I am watching for another nurse.
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. Whoever took the glucose should have reported the result to the nurse. The orderly should have told the nurse that they were taking the patient.
7. What should you consider when communicating with others?
 - a. Tone of voice, possibility for miscommunication, body language, other party understanding, be clear and concise, keep it short and simple.

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.