

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:** The nurse providing care to Sofia during the initial shift and passing along the patient report to Anna.

**Anna, RN:** The nurse relieving Thomas for lunch, who then receives the call from the x-ray technician and follows up with the patient's care.

**Dr. Payne, MD:** The physician who orders D50 and a chest X-ray but does not provide further clarification on treatment during rounding.

**Unit Coordinator:** The staff member who receives and communicates the physician's order for the x-ray to the nurses.

**X-ray Tech:** The individual performing the imaging study, who calls Anna regarding the missing armband and the language barrier with Sofia.

**Interpreter:** The language interpreter who assists with communication between Anna and Sofia, clarifying the patient's condition.

**Orderly:** The person who transports Sofia to the x-ray department.

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

Lack of Communication is the biggest problem in this scenario. Thomas did not mention the full extent of Sofia's altered mental status when handing off the report. The report indicated that she was "alert and oriented to self only," but did not specify that she was not speaking and had been unresponsive since admission. There was a delay in administering the D50 because it wasn't identified that Sofia's confusion and unresponsiveness were likely due to hypoglycemia. This delay in treatment allowed her condition to worsen. Sofia was transported for the x-ray without an armband, leading to confusion and difficulty in identifying the patient. This is a major safety error. The lack of attention to the language barrier led to confusion when Sofia was initially being assessed by the x-ray technician and Anna.

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

Once Anna received the call from the x-ray tech, she acted quickly by returning to the room and checking the chart. Anna requested a Spanish-

speaking interpreter to address the language barrier and ensure effective communication. After recognizing the problem, Anna administered the D50 as ordered, which led to an improvement in Sofia's condition.

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

I would have given a more thorough report to Anna, including the fact that Sofia has been unresponsive and only nods when called. I would have mentioned the patient's alertness and her altered mental status more clearly to ensure continuity of care. I would have communicated that the physician's orders might require further clarification, especially considering Sofia's altered mental status. If I had more information about Sofia's condition, I could have questioned sending her for a chest X-ray without addressing the hypoglycemia first. Before transferring Sofia, I would have double-checked that the patient had her armband on and all necessary identification was in place to avoid any confusion.

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

When receiving report, I would have followed up with Thomas or checked Sofia's condition more closely if I had concerns about her being alert and oriented. I might have noticed that Sofia's non-verbal communication could be a sign of her hypoglycemia or another condition, allowing me to address this sooner. I would have double-checked the physician's orders. I might have questioned why an x-ray was ordered without addressing hypoglycemia first. I would have confirmed that Sofia was wearing an armband before sending her for the x-ray, to ensure patient safety and proper identification. I also would have ensured the language barrier was addressed before sending her to x-ray.

**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?**

Patient care techs need to communicate with nurses regarding changes in the patient's condition or help in monitoring Sofia, especially if she is not speaking or responding. The pharmacist must communicate with nurses and physicians regarding medications, such as verifying orders for D50 or any other necessary adjustments. If lab work is required to investigate the cause of Sofia's hypoglycemia or altered mental status, lab results must be communicated to the physicians and nursing staff promptly.

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

Ensure that the information shared is clear and accurate to prevent misunderstandings. Always prioritize patient safety, which includes confirming the patient's identity, condition, and any orders that affect their

treatment. Be aware of language barriers and cultural differences, and ensure an interpreter is available to communicate effectively. Ensure that all changes in treatment plans, patient conditions, and interventions are documented clearly in the patient's chart.

*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.*