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.

- *RN (Thomas)*
- *RN (Anna)*
- *HCP (Dr. Payne)*
- *Unit Coordinator*
- *Orderly*
- *Radiology/-ist*
- *Interpreter*

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

- *Thomas should have addressed Sofia's hypoglycemia prior to her being transported to Radiology. Sophia also didn't have an identification bracelet on which should've been addressed at the beginning of Thomas's shift when he received handoff report and did his head-to-toe assessment on Sofia. Sophia also was only alert and oriented to herself, so this should've been communicated to the radiology unit as well as she should've been accompanied throughout the entirety of her radiographs being that she was unoriented. Thomas also should have waited until Sofia was returned from radiology prior to taking his lunch, being that he had an entire shift with her and knew her circumstances compared to Anna. Also, the unit coordinator could've contacted the radiology and let them know that Sofia was experiencing hypoglycemic symptoms, and those needed to be addressed prior to her going to radiology. The interpreter should have been present throughout this entire process being that it seems she only spoke Spanish, and they planned to transfer her to receive x-rays without her consent or her being aware.*

3. Identify what was done correctly in this scenario.

- *I would say Anna immediately administering the ordered D50 to subside Sofia's hypoglycemia as well as her confusion.*

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

- *If I was Thomas, I would have contacted radiology to let them know her current status and would have requested to have her brought down once her hypoglycemic symptoms and confusion improved.*

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

- *If I were Anna, I would have further assessed the situation while receiving the handoff report from Thomas. I definitely would've asked if she was appointed an interpreter as well as the status of her hypoglycemia.*

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?

- *HCPs to:*
  - *Patients*
  - *Families*
  - *Nurses*
  - *Pharmacy/-ist*
  - *Other HCPs*

    - *Specialists*

- *Nurses to:*
    - *Patients*
    - *Families*
    - *HCPs*
    - *Nurses*
    - *Pharmacy/-ist*
    - *Aides, UAP, PCTs, STNAs*
    - *Specialists*
    - *Other Units*

7. What should you consider when communicating with others?

- *I would consider when communicating with others language barriers, educational barriers, transparency, is what I am communicating is received by the receiver, the volume in which I am speaking, the speed at which I am speaking, the environment in which I am speaking, the receiver's communication skills, etc.*

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.