

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.

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.

Questions:

1. Identify the team members involved in this scenario.

- a. Thomas
- b. Dr. Payne
- c. Anna
- d. X-Ray Tech
- e. Unit Coordinator

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

- a. Dr, Payne did not communicate there were new orders and gave the patients chart to the unit coordinator not the nurse.
- b. The Unit Coordinator did not communicate to Thomas that they had the chart, nor did they give them the chart.
- c. At any encounter when moving a patient out of their room, the healthcare worker should compare the wristband to the what the patient says their name and DOB is. In the where the patient isn't speaking or is unable to do so, the healthcare worker should look at the band to verify the patient's identity.

3. Identify what was done correctly in this scenario.

- a. Once Anna returned Sofia to her room, she saw the order for D50 and administered it immediately, after checking the blood glucose.
- b. Once Anna realized Sofia was speaking Spanish, she called for an interpreter.
- c. The tech did not go through with the X-ray when they had noticed no wristband.

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

- a. After Dr. Payne had rounded, I would have double checked to see if what his findings were and if there were any new orders to acknowledge.

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

- a. Double check to see what if there were any new orders after Dr. Payne had rounded on the patient.
- b. Done my own research on the patient in their chart to see if any information was missing from Thomas' report.

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. Pharmacy
- b. Nutritionist
- c. Orderly
- d. Charge Nurse
- e. Radiology

7. What should you consider when communicating with others?

- a. SBAR hand off
- b. If its formal or informal communication
- c. Professionalism
- d. Respect
- e. Confidence
- f. Avoid distracting and closed off behaviors