

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
- Patient Sofia
- Dr Payne
- Anna, RN
- unit coordinator
- x-ray department
- orderly
- Spanish-speaking interpreter

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

- the blood sugar was low, and immediate measures were taken with a fast acting carb (OJ), PB crackers
- amp wasn't administered till very end
- blood sugar was never rechecked
- what warranted the dr to check the blood sugar level? Did she show symptoms
- why was a CXR ordered?
- no other forms of communications, such as paper and pencil
- why did XRAY take the pt w/o arm band?
- wheres the arm band?
- how did Anna find which patient was sofia?
- the interpreter should have been clearer on "shes confused"
- the patient was finally treated for hypoglycemia very late
- the communication

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

I dont think anything was done correctly

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

Give sofia OJ, recheck blood sugar, if <70 give PB crackers. Didn't tell Anna what Sofia's latest blood sugar level was. Gave a proper SBAR

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

Asked for the latest vital signs, looked in her chart to familiarize herself to her, administer, gave the medication

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?

Must communicate with everyone who is involved with the patient

7. What should you consider when communicating with others?

Give a proper SBAR so the person receiving the message is up to date on everything related to the patient

Ask if the other person has questions for me.

*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.*