

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.  
The doctor, Anna, Thomas, the unit coordinator, translator, orderly, and x-ray.
2. Identify the errors which took place in this scenario.  
The patient did not receive the D50 very timely, with a blood sugar of only 42 this should have been more of a priority than the x-ray at the current.
3. Identify what was done correctly in this scenario.  
-X-ray reports that the patient does not have identifiers and notified the nurse immediately. As soon as Anna reviewed the chart she saw the orders for the D50.
4. If you were Thomas, what would you have done differently?  
-Thomas should have gotten the interpreter when the patient was found to be only oriented to self. Thomas also should have followed up to see if any new orders were given after the doctor did rounds. I would have waited to take lunch until my patient may have been more stable. And the patient had a blood sugar so low that should have been a priority and addressed right away.
5. If you were Anna, what would you have done differently?  
-Anna could have put eyes on the patient before Thomas left for lunch. She also could have made sure the patient had the proper identifiers in place prior to going to x-ray. She also could have brought the interpreter in to make an introduction of herself as she was taking over for Thomas.
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?  
-The doctor should have communicated directly with the nurse. Case management should also be involved. The X-ray department should have been given some information on the patient. I think the big take away with this situation was that I don't think the primary nurse was aware of the new orders.
6. What should you consider when communicating with others?
  - Report should be thorough, and all problems should be reported. All information should be reported as well as orientation. Knowing the patient had a low blood glucose that should have been a priority.

*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.*

