

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 team members involved in this situation were the RN Anna and Thomas. Thomas gave report to Anna in regards to the patient she was going to take care of until Thomas break ended. Dr. Payne was involved with prescribing medication to Sofia. X-ray was the one that took the patient down for the diagnostic imaging. The unit coordinator would be another one and this person was responsible for taking the doctors order.

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

-I believe that one of the first errors that were made in this situation started with the patient not having an arm band. The arm band should have been checked at the time the patient was taken to go down to take the X-ray. During report Thomas did mention that the patient did not speak and only responded with nodding. I believe that this should have been looked into further because finding out the patient didn't have a language barrier could have been figured out with a little more digging. I believe that the unit coordinator not mentioning the patient had a new order could have cost the patient's life because of the patient slipping further into hypoglycemia.

3. Identify what was done correctly in this scenario.

-I believe that there were a few things done correctly in this situation and one of them being that they grabbed an interpreter to try and communicate with the patient and this further investigation caused them to find out the patient was confused. Another thing done correctly would have to be the quick action by the nurse and administering the medication immediately after figuring out that the D50 was ordered. I also do think even though the patient couldn't have been identified x-ray did the right thing and not perform this imaging because of the chances of getting another patient.

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

-I believe if I was Thomas I would have checked in there was any other orders prior to going to lunch to make sure that nothing was missed. Another thing I do believe should have been done would be to have both nurses go into the patient's room and see how they are prior to him leaving. In regards to the patient's language barrier goes this should have been further investigated during an assessment.

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

-In regards to being in Anna's position I would have also looked to see if the patient had any new medications or orders placed that needed attention immediately. I do think that Anna should have checked the patient's blood sugar prior to giving the shot of D50 to assure that hypoglycemia was what was going on with the patient. It doesn't look like the chart was given either because she would have recognized that the blood sugar was already low and this is why this medication was ordered but since it wasn't found until later she did not see the sugar and wonder why

nothing was ordered. I would have also wanted report given in the patient's room to make sure we both see the same thing and that the patient is okay prior to hand off.

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?

-Some other team members that must communicate with one other would be pharmacy and this would be the one in charge of sending up the medication. It did not mention how the blood sugar was obtained one would be lab and they would call the nurse in regards to this critical lab. Another one I could think of is Patient advocate and this would be in regards to the patient being confused and having to set up arrangements on who can speak on the patient's behalf.

7. What should you consider when communicating with others?

-Prior to communicating with others I should consider if there are any barriers such as language and by this I mean understanding of medical terms. I also would assess what are the main points I want to get across in this conversation. I want to make sure that by the end of discussing what I want does the other person understand what I am saying. With this scenario in itself one would have to find other ways to communicate such as maybe a writing board with the patient or pictures of what one is trying to say. One just wants to be mindful that everyone works at a different pace and they won't get everything on the first try. With communication in healthcare if it is with another healthcare personnel it should be charted 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.*