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.
    a. Thomas RN
    b. Anna RN
    c. Dr Payne
    d. Unit Coordinator
    e. XR Tech
    f. Interpreter
2. Identify the errors which took place in this scenario.
    a. Thomas fails to have effective communication with Anna about the new order for D50.
    b. Thomas fails to recognize the need for an interpreter.
    c. No armband was placed on the patient which is a safety concern.
3. Identify what was done correctly in this scenario.
    a. Dr gives written order instead of verbal to Thomas.
    b. XR Tech recognizes patient needs interpreter and is confused.
    c. Anna promptly administers D50% when she is aware for the order.
4. If you were Thomas, what would you have done differently?
    a. If I was Thomas I would've either started the D50% before going to XR because of the BS of 42, or given better communication to Anna about the concern.
5. If you were Anna, what would you have done differently?
    a. Ne thing I would change is looking at the orders in the MAR after getting report just to double check nothing has changed incase Thomas forgets to mention.
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. Lab
    c. Case management
    d. Orderly
7. What should you consider when communicating with others?
    a. Consider they don't know anything about the situation and to not leave out information. It is important to stay on the same page with other team members to ensure patient safety is a priority. Give a direct and informative report to oncoming nurses so they have all the knowledge and tools they need to help take care of patient needs. Avoid non-verbal communication that can be distracting. Come up with a plan on what information you will be telling ther team members before they show up. You don't want to just wing report and increase the risk for missed information.

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.