

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. The team members involved are RN Thomas, RN Anna, Dr. Payne, x-ray tech, and the unit coordinator.
2. Identify the errors which took place in this scenario.
 - a. One error is that an interpreter should have already been assigned to this patient from the start if she was only Spanish speaking, otherwise you would not be able to communicate with the patient.
 - b. Another error is the unit coordinator or the doctor should've given the orders directly to Thomas so he could carry out the appropriate orders.
 - c. Another error is the patient did not have an armband on, therefore the patient was not identified at all since she's been there.
3. Identify what was done correctly in this scenario.
 - a. The only thing done correctly that I noticed is the x-ray tech not doing the x-ray because they could not identify the patient.
4. If you were Thomas, what would you have done differently?
 - a. One thing I would have done differently is ask the unit coordinator to physically see the chart and the orders that the doctor put in.
 - b. Another thing I would have done differently is be sure the patient had correct identifiers on, like the arm band.
 - c. Another thing I would have done differently is to get an interpreter at the start of my shift to be sure that there is proper communication with my patient.
5. If you were Anna, what would you have done differently?
 - a. One thing I would have done differently is look at the patient's chart after report was given to be sure nothing was missed, like the new orders that were put in.
 - b. Another thing is I would have laid eyes on the patient before they went down to x-ray to be sure the patient was stable.
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. In the healthcare setting, any person who is involved in a patient's care should be communicating. For example, the nurse should be communicating with dietary if the patient has a food restriction. Also, PT/OT/speech should be communicating with each other to discuss the progress of a patient and to figure out if a nursing home/rehab is necessary. Social work should communicate with the patient and the nurse to discuss if there are any need outside of the hospital. These are just a few

examples of who should communicate with each other in the hospital setting.

7. What should you consider when communicating with others?
 - a. When communicating with others you should focus on the task at hand. Make sure to get the point of the conversation across and focus on the important things. Be sure to go into detail about what you are talking about and offer chances for questions or concerns if there are any. Also, be sure you are communicating with the correct person and that they are available to listen.

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.