

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), Dr. Payne, Unit coordinator, Anna (RN), Orderly, Interpreter, X-Ray tech

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

- The patient's low blood sugar of 42 was not relayed in an appropriate time or manner to the staff to be addressed by the physician. The unit coordinator only relayed the order for the x-ray and not the dextrose along with the blood sugar result.

3. Identify what was done correctly in this scenario.

- The X-ray tech did not perform the x-ray due to not knowing who the patient was without their wrist band

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

- Assess the patient to determine potential reasons for the confusion especially if she was admitted for hypoglycemia. Assess lab values and if unable to obtain a blood sugar myself.

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

- Assess the patient's blood sugar before administering the dextrose. She only observed the new order for dextrose and did not assess her glucose level. She was also unable to identify the patient so she could potentially give the dextrose to the wrong patient.

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?

- RN and LPN, Nurse and orderly, Nurse and dietary, Nurses and therapy, Nurse and case management, Nurse and physician, Nurse and radiology, Nurse and pharmacy, Nurse and lab.

7. What should you consider when communicating with others?

- Ensure you verify what patient you are talking about and be precise and exact on what you are discussing to prevent any confusion and misinterpretation. Also verify with the person they have no question and if they do clarify to clear up and confusion.

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.