

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 in this scenario are Sophia the patients, Thomas an RN, Dr. Payne, the unit coordinator, Anna an RN, the x-ray tech, and an interpreter.
2. Identify the errors which took place in this scenario.
 - a. Errors that took place in this scenario was Dr. Payne not reporting any patient care changes to the bedside nurse, but also for not reporting the changes directly to the bedside nurse as to eliminate room for miscommunication. Thomas, the RN, should have made sure that before he left the patient was situated which includes making sure her arm band is on, and he also should have had an interpreter in the room to begin with so others could communicate with her.
3. Identify what was done correctly in this scenario.
 - a. What was done correctly in this scenario was that the x-ray tech stated they could not perform the x-ray without the arm band because it is extremely important to know who the patient is, especially if she cannot speak English. It was also correct on the RN Anna's part when she realized there was a new order for the patient, and she quickly acted in order to help the patient.
4. If you were Thomas, what would you have done differently?
 - a. If I were Thomas, I would have made sure that my patient was okay before I decided to leave for lunch. His patient was experiencing distress and he was unaware which resulted in him being unaware of a change in her care. I would have also made sure my patient had a wrist band and interpreter as for the staff to make sure they had the correct patient since she could not communicate on her own with them.
5. If you were Anna, what would you have done differently?
 - a. If I were Anna, I would have followed up on the D50 order because she does not know what her blood sugar was because she did not assess it. So, she gave these fluids that are meant to increase blood sugar levels without actually knowing the current blood sugar of the patient. I also would have educated Thomas on the importance of making sure that your patients are stable before leaving the unit.
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. All individuals must communicate with each other when it comes to the care of another person. Without communication it can lead to errors such as this one, and because Dr. Payne did not report a change in patient care to Thomas the RN, he never knew about his patient's status change. On the other hand, Thomas should

have been assessing his patient enough to see a change in status in which then he could have communicated to the doctor and the next nurse about her status change. Some other individuals who need communication are pharmacists because they help us as RN's to get out medications for our patients. It is also important to communicate with the lab about a critical lab value so if we know not to give or to give a medication.

7. What should you consider when communicating with others?
 - a. You should always communicate with others when something is changing for either better or worse. If a patient has a change in mental status, that warrants an update to the primary care physician. You should also communicate when you have concerns for current orders that do not seem accurate. Communication is the best way for us to keep us and our patient's safe, so we need to make sure we are always communicating with the care team including the patient themselves.

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.