

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, x-ray tech, interpreter**
2. Identify the errors which took place in this scenario.  
**Sofia is a Hispanic female and was not provided with an interpreter upon admission, Sofia does not have an armband on, Anna RN is unable to identify the patient, Sofia is speaking in Spanish and cannot be understood, the amp D50 order does not include the route, frequency, rate to be infused, specific guidelines about repeated doses and supportive treatment following administration, Anna should have checked Sofia's blood sugar before administering the new order of D50**
3. Identify what was done correctly in this scenario.  
**Thomas gives report to the oncoming nurse, Anna, before leaving for lunch**
4. If you were Thomas, what would you have done differently?  
**I would have gotten the interpreter for Sofia upon admission to ensure proper communication and understanding of the medical information that was provided from the very beginning. In addition, I would have clarified the amp of D50 order with Dr. Payne asking for the route, frequency, rate, and specific guidelines about repeated doses and supportive treatment following administration.**
5. If you were Anna, what would you have done differently?  
**I would have asked Thomas if there was any additional assessment information to fully understand Sofia's current condition. The only information she received in report from Thomas was that she is alert and oriented to self only, hasn't spoken since admission, and only nods when her name is called. In addition, I would have checked Sofia's blood sugar when she returned to her room from the x-ray department before administering the new order for D50.**
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?  
**The RN must communicate any changes in the patients' status to the doctor, the doctor must communicate any orders to the RN, the outgoing nurse must provide a thorough, comprehensive SBAR or**

**hand-off report to the oncoming nurse, the nurse must communicate specific needs of the patient with the UAP before delegating a task.**

7. What should you consider when communicating with others?  
**Consider any language barriers, tailor your language to the audience you are speaking to, communicate clearly and concisely, be aware of your non-verbal communication, be respectful, pay full attention to what the other person is saying and demonstrate understanding.**

*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.*