

Abby McNulty

## Unit 2: Z- Ch. 12 Online Assignment

1. The team members involved in this scenario are Thomas (RN), Dr. Payne, unit coordinator, Anna (RN), an orderly, x-ray tech, and an interpreter.
2. Some errors I noticed within this scenario is before the order was completed, the Dr. handed the patient's chart to the unit coordinator. I also think that Thomas the RN should have been doing patient rounding so that he would have known what was going on with his patient and so that he would have seen the order for an amp of D50 to treat her glucose level of 42. Before Thomas went to lunch, he gave a mini report on his patient to the other RN but never checked up on Sofia to see if the information he was giving to the RN was even still accurate. Thomas never realized that she does not speak English and can only speak Spanish. Another error was that there was no armband on the patient so she was unable to get the x-ray because they could not identify the patient.
3. Dr. Payne noticing that Sofia had a blood glucose level of 42 and immediately writing an order for an amp of D50 to treat her hypoglycemia was done correctly. Giving a mini report before heading to lunch was the correct thing to do it just was not updated accurate information. The x-ray tech not performing the x-ray was the correct thing to do since the patient was unable to be verified and identified. Also utilizing an interpreter was the correct thing to do since Sofia was speaking in Spanish.
4. If I was Thomas, I would have noticed right away that my patient did not have a wristband on and that she did not speak English. Therefore, I would have gotten a wristband for her for patient identification, and I would have gotten an interpreter from the very beginning right away. I also would have rounded on my patient first before giving a mini report on my patient prior to lunch.
5. If I was Anna, I would have wanted Thomas to go into Sofia's room with me while he was giving an update on her prior to lunch so that we both could visualize the patient and see if the information he was saying was matching up with the status of the patient. I also would have gotten a wristband for Sofia right away when I had noticed there was not one on her in the x-ray department.

6. Individuals in the healthcare setting who must communicate with one another are nurses, charge nurses, physicians, therapists, pharmacists, social workers, interpreters, case managers, etc.
7. When communicating with others I will always remember the statement "Actions speak louder than words" and to think before you communicate. It is important to organize your thoughts, being formal, proofreading, taking time to make revisions, being clear and concise, and to keep it short and simple.