

1. Identify the team members involved in this scenario.
The team members involved in this scenario are Thomas (RN), Dr Payne, Sofia (the patient), Anna (RN), and the unit coordinator.
2. Identify the errors which took place in this scenario.
I felt that Thomas should have checked the orders in a timely manner to get her the order of the D50 since her glucose was 42. There was also some miscommunication between the unit coordinator and Thomas, which then resulted in zero communication about the new order for D50 from Thomas to Anna. There also is an issue with the patient Sofia, not wearing her wrist band to verify her Id. I feel there should have been an interpreter from the beginning due to her being Hispanic and speaking minimally.
3. Identify what was done correctly in this scenario.
Things that went correctly; The unit coordinator noticed there was an order for an Xray and she was sent down. Once she got down there the nurses were quick to realize there was not name band to verify patient which was good. Anna was also quick to check the chart once Sofia got back from Xray and saw there was a new order for D50 and started it immediately.
4. If you were Thomas, what would you have done differently?
If I were Thomas, I would have checked the chart and any new orders prior going to lunch to ensure nothing was missed but also to let Anna know about any orders also, since she did not check until after the fact.
5. If you were Anna, what would you have done differently?
If I was Anna, I would have checked the chart myself after reliving Thomas, just to make sure on any orders that may have been missed because the unit coordinator noticed there was an order for an Xray, she may have been able to catch the 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?

There should have been better communication between the unit coordinator and the nurses. Perhaps also the doctor and the nurses. The order for the D50 should of be repeated back and/or told it was in there due to the patient being hypoglycemic.

7. What should you consider when communicating with others?

In this case, I would defiantly have considered the patient being Hispanic and while she may have been alert and oriented to herself, some considerations should have been, perhaps she cannot speak English well enough, and an interpreter should have been called upon admission. Aside from just the patients aspect, better communication could of prevented the Sofia from declining.