

1. Identify the team members involved in this scenario.

The team members involved in this scenario include Thomas the RN, Anna the RN, Dr. Payne, the unit coordinator, the orderly, and the X-ray technician.

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

Some errors that I noticed include Thomas the primary RN caring for 32-year-old Sofia never asked for a translator all morning while he was caring for her. Dr. Payne who noticed that she had a glucose of 42 and wrote new orders and did not notify anyone. It also states in the scenario that Sofia is not wearing a wrist band the whole time. The doctor could have ordered this medication for the wrong patient because he could not verify her. The orderly who took her down to get the X-ray also could not verify the patient or was able to explain to the patient what was going on. The unit coordinator only told Thomas about the X-ray and not about the D50 order that was needed to raise her glucose level. This lack of communication made Thomas give a bad report to Anna the nurse covering his patients while he is on lunch.

3. Identify what was done correctly in this scenario.

One thing that was done correctly in this scenario is getting the interpreter once they realized she was speaking Spanish and seemed confused. Another thing that went well was X-ray calling and saying that they could not scan her due to not being able to identify the patient. Then Anna was able to verify the patient and get her started on the D50 to get the patient back to baseline.

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

If I were Thomas, I would have verified my patient first thing in the morning when passing meds and asked for an interpreter if she was Spanish speaking only. I then would have checked the orders periodically throughout the day and especially after the unit coordinator said that there would be new orders.

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

I feel like Anna did the right thing she was unable to identify the patient, so she asked for an interpreter to help with the communication barrier. She then was able to assess Sofia and get her back to her room. She checked the orders and started the D50 right away to help the patient. One thing I would have done differently is look in the patients chart for new orders and maybe look at her picture since she was already off the floor when Anna took over for Thomas.

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?

Some other team members that must communicate with each other are pharmacy, lab, charge nurses, doctors, case management, interpreters, radiology, and therapy.

7. What should you consider when communicating with others?

When communicating with other you should always think before you speak and make sure you are communicating all important information. Always be sure to make sure the information you are providing is true, helpful, inspiring, necessary, and kind!