

1. Identify the team members involved in this scenario.

Team members in this scenario include Thomas + Anna (RNs), Dr. Payne, unit coordinator, x-ray department and x-ray technician.

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

It seems that no translator was provided at first to the patient, which does not provide the client with information about her care or allow her to consent fully to anything due to lack of knowledge. The orders were not done in the correct order, as the blood sugar needed to be corrected first due to hypoglycemia. This was a lack of communication between hand-offs and what orders needed to be done, as well as lack of noticing all the orders that were placed. No armband identifier was placed on the patient, and this delayed her treatment.

3. Identify what was done correctly in this scenario.

They were able to get her an interpreter, which was a correct action. They also refused the x-ray due to lack of confirmation of this being the correct patient, which is the right thing to do. Anna makes sure to check the new orders and implements them.

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

If I were Thomas, I would have gotten my patient an interpreter, as well as put an armband on the patient to make sure she will be identified correctly so no mistreatment occurs. I would have also checked the chart for new updates after Dr. Payne has done his rounding before he'd take his lunch.

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

If I were Anna, I would have checked for any new orders right away after coming to cover for a co-worker. I would have also communicated with the unit coordinator after this incident, because it seems the unit coordinator was not up to date correctly on the plan of care for this client as well.

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?

Besides these individuals, CNAs, LPNs, Respiratory, and Lab, are all examples of team members who would need to communicate with one another in a healthcare setting.

7. What should you consider when communicating with others?

Not only would I consider communicating with the initial care person, I would also notify the team who is a part of the patient care. I would also make sure that new orders are communicated, patient needs, and also communicate anything I have not yet gotten around to. I also may have to consider misunderstandings and how I have to be clear and concise when describing patient care and what needs to be done.