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Communication
Jan. 10, 2019

1. Identify the team members involved in this scenario.

- Thomas an RN taking care of Sofia
- Charge nurse of the unit
- Dr. Payne
- Anna an RN taking over for Thomas at lunch time
- X-ray department
- Interpreter

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

- The doctor never communicated information to nurse taking care of Sofia
- The unit coordinator informed the nurse taking care of Sofia that there were orders for CXR but not for medication for low blood sugar
- The patient didn't have an arm band on
- When reporting off for lunch, they weren't at the bedside, because Anna didn't even know who the patient was when called to the x-ray department
- There should have been an interpreter from the minute she was admitted

3. Identify what was done correctly in this scenario.

- Anna called for an interpreter
- Anna started the medication as she as she realized it was ordered
- The x-ray would not perform the CXR since Anna was unable to identify her

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

- I would have talked to Dr. Payne about the patient, or been at the bedside while he was there
- I would have asked the unit coordinator to see the chart and orders
- I would ensure that Sofia had an id bracelet on

- I would have called for an interpreter sooner

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

- I would have asked the unit coordinator to see the orders the doctor wrote
- I would have asked Thomas to identify the patient for me

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?

- Charge nurse with all staff members on the unit
- Doctors with patients and all healthcare
- All departments with healthcare team on the unit
- Nursing members with family/visitors

7. What should you consider when communicating with others?

- Their way of communicating. are they HOH, able to speak English, verbal
- Are they competent to understand what you are trying to tell them?
- Do they understand the terms that you are using?

8. What are some examples of non-verbal communication?

- Smiling
- Waving
- Shrugging of shoulders
- Frowning
- Crying
- Grimacing

9. What are some examples of written communication?

- Emails
- Letters
- Bills
- Charting

- Writing on the white boards in patient's rooms
- 10. Visual Cues (Color coding EMAR, Color of Scrubs)**
Explain in your own words what is being communicated in each of the examples listed above.
- The color coding of the EMAR to draw attention to medications that may be due, and have routine and PRN medications in different colors so they are easy to distinguish
 - The color of the scrubs so that everyone throughout the facility knows who is what color, and they will be able to find someone in that department when something is needed