

Communication & Team Building Z- CH 12

ON-LINE CONTENT (1.5H)

ASSIGNMENT

Read Z-CH 12 and ATI Leadership and Management CH 2 & 3

Review the online PowerPoint on Effective Communication and Team Building located under week 2 lessons and answer the questions within the PowerPoint. There are a total of 10 questions within the PowerPoint. Place your answers in the Z-CH 12 drop box by 0800 on 01/17.

1. The physician, the patient, 2 RN's, xray dept, and the Unit Coordinator are involved.
2. The patient did not receive the necessary and very important medication that was prescribed. The nurse didn't receive the chart therefore missed the med that needed to be given immediately then taken to xray. Communication here was miss-communicated and missed in this scenario. There was also no arm band on the patient which is also unacceptable.
3. Well, the patient did receive the medication that was needed once back up on the floors.
4. I would try my hardest to be in the room with the physicians when they round. If I cannot be I would want to try and track my charts for new orders as soon as possible. I do think that if one of my patients LOC wasn't completely intact I would need to figure out why and order what I could immediately to see. However based on situations I do know its not always possible but I want to be very attentive to my patients (as I am currently in my profession) I would have more communication....maybe even call the Dr if I wasn't in the room.
5. I would assess the chart for the orders and see what was going on with the patient. Coming into all this relieving him for lunch would be a little harder. Especially in this situation.
6. Everyone involved in the patient care needs to communicate. Pharmacy, all therapists, and physicians. The coordinators, charge nurses, and anyone involved including housekeeping.
7. You would include total patient care. Anything that's pertinent to their care and or disease processes.
8. Non verbal communication is the way you are with your patient. Your facial expressions the way you hold yourself and carry on. Happy face over mean/sad face is definitely a better cue.
9. Written communication would be in the chart as to orders and what is going on with the patient. The patients I&O and overall health of the patient is documented. Therapy and such is also written communication and needs to be clearly written so it is not misread.
10. Color of scrubs differentiates each of the departments for the patients so they know who you are affiliated with. It's a safety net I think. Color coding in the emar brings attention to important meds and or meds that need attention in an important way.

Please bring a copy of this assignment to class with you on 01/17 and be prepared to share and discuss your answers. Also be prepared to demonstrate how to effectively communicate with members of the healthcare team through role play.

In order to receive full credit (1.5 H class time) for this assignment, it must be completed in its entirety by the due date/time assigned. Any assignments not completed in its entirety will result in missed class time.

