Meeting Challenges of Professional Communication Using Live Actors: An Evidence Based Clinical Project
Bio Sketch

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Conflict of Interest

Both authors acknowledge that there is no conflict of interest regarding this presentation.
Objectives

Participants will be able to:

- Understand the research findings which was the basis for the development of an evidenced based strategy using live actors
- Identify the collaborative process to address professional communication challenges
- Identify specific situations which present communication challenges for nurses
Objectives

- Know specific elements of selection, scripting and preparation of actors
- Identify stages and focus of each stage of the simulation experience
- Identify the challenges experienced in implementing the project and management strategies
- Understand the effects of the project and clinical relevance
Research as Impetus for Present Work

- Limited clinical opportunities for graduate nursing students to develop communication skills
- Limited preparation for real world of practice
- Most challenging communication issues in practice such as conflict management, legal and ethical issues, and sensitive end of life care
Methods

- Two faculty, one with a background in Community/Visiting Nurse and the other with expertise in Psychiatry/Mental Health, collaborated to create scenarios to address learning objectives.

- Scenarios were scripted and story boards developed to include setting needs, “costuming” and essential objects as required for each.

- Guidelines for the pre-scenario and debriefing aspects were also developed along with evaluation/feedback forms for graduate nursing students and actors.
Simulation Apartment
Interview
Results

Several themes emerged from the data included:

- Emotional Impact
- Conflict Management
- Ah Ha Moments
- More Simulation Opportunities
Emotional Impact

- When I saw the patient was unresponsive, I thought he coded and needed CPR. Reminded me of my patients.”
- “I realize how complex end of life care is and it is not as clear when there are advance directives from the patient.”
- “The conflict between the siblings. The emotions were very real.”
Conflict Management

- Having to give bad news is never easy. The nurse in this case was torn between tending to the patient and the emotional and psychological well being of the family.”

- “It’s challenging to manage the patient’s best interest with family conflict in progress.”

- “I see the distress of the family who want what they think is best for the patient, but as a nurse your first priority is the patient’s well being and wishes.”
Ah Ha Moments

- “I learned that dealing with hospice patients and their family members can be much more difficult than I expected.”
- “I realize that cases like this are more about the family than about the patients”
- “The whole scenario was enlightening” I learned “The loss of the focus on the patient, how to handle family conflict and who to contact to assist.”
More Simulation Opportunities

- “Simulation helps students to develop critical thinking and obtain new knowledge”
- “I think simulation is instrumental to all areas of education. It is always great to have the opportunity to reflect on cases before and after they happen.”
- “It is good exposure to clinical situations. I believe that simulation better prepares us for real experiences. It sharpens our critical thinking and helps us to think out of the box.”
Clinical Relevance

- Addresses a need identified by professional nurses in practice and their desire to practice at the highest standard possible.
- Limited opportunities to self-evaluate and develop communication skills under the guidance of professionals.
- Addresses the QSEN competencies: patient centered care, teamwork and collaboration, quality improvement and safety.
Collaborative Relationships

Outreach to key professionals from two acute facilities in New York and one urgent care organization in New York & Connecticut

- Director of Nursing Education & Professional Development
- Director of Staff Development
- Director of Clinical Education

Presentation & Discussion of proposal and process
Identifying the Challenges

- Input from staff nurses, nurse managers and leadership professionals
- Vehicle for identification: Brief description of situation experienced including individuals involved, their role, environment and challenge experienced
- Scenarios are created from the information provided
Sample Needs/Situations

Conflict Management:
- Nurse to nurse
- Nurse to non-licensed personal
- Nurse as a preceptor for new hires
- Nurse managers & performance appraisals
- Ethical challenges in end of life care
Challenges We Met

- Time and space ½ hour limit
- Small group 3-4 participants
- Location of actors (volunteers may be needed)
- Financial needs
Important for Success

- Reach out to professional contacts
- Establish a shared vision with all involved
- Do not have assumptions regarding the needs
- “Listen to the nurses in the practice setting”
Where We Go from Here: A Work in Progress

- Continue relationships
- Establish a formal business plan
- Develop a research proposal with a partner
Sample References


Thank You

Questions