

**“That time when Yanni and
Laurel were in the SIM Lab:
How simulation decreases
risks”**

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Overall Objective

Discuss key ways simulation can help health care programs improve communication skills, decrease errors, and enhance patient care



Lots of Moving Parts

Shift Reports Admissions

Pre-post procedures

Discharges Verbal Orders

Patient Transfers Pharmacy

Dietary Physical Therapy

Occupational Therapy

Discharge Planning

Social Services Administration

Logistical Items Families



Poor Communication=Bad Outcomes

- Ineffective communication disrupts healthcare Teams
- Communication failure among health care professionals is a major factor in >50% sentinel events (TJC)

Ways to Make it Better

- Effective communication improves patient outcomes
- Communication training improves outcomes
- Effective communication training must be:
 - Repetitive, organized, in a safe environment, built with specific objectives and evidence based

Simulation!

- Simulation has been in use for decades
- Valid adjunct for clinical practice
- Increasing in Use (NCSBN Study)
- Effective for teaching technical, and non-technical skills such as communication

Why Use Simulation?

Why is simulation effective in training, and especially useful for improving communication skills?

Simulation Positives

- Safe environment
- Integrative and interactive scenarios
- Apply classroom learning
- Provides Repetition
- Designed to meet your objectives

Simulation Communication Objectives

- INACSL <https://www.inacsl.org>
- Simulation Communication Objectives
 - Meta Objectives
 - Specific Objectives

Simulation Communication Objectives

- Meta Objectives
 - Build appropriate culture, communication skills
 - ACLS: Sending clear messages, closed-loop communication, knowledge sharing, mutual respect
 - TEAMSTEPPS: Escalate concerns to team members-CUS technique

Specific Objectives

- Specific Objectives Examples:
 - SBAR for high risk areas
 - Team member incivility
 - Address cultural concerns
 - Explanation of procedures to patients
 - Preparing family for negative outcomes

UVU Nursing Communication Simulation Activities

- Code Blue training
- Nurse-Nurse post procedure & transition reports
- SBAR with providers ("Two in the morning call")
- "Wrong dose" written or verbal orders
- Patients with increasing acuity
- Team member incivility response
- Addressing patient cultural concerns

UVU Nursing Learning and Simulation Center

“STAN”





Student Mock Code Training

Summary

- Good communication reduces errors, enhances safe care
- Simulation improves health care team communication skills
 - Provides repetition
 - Safe and controlled environment
 - Objectives designed to meet specific needs

Thank You!

Questions?