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Enhancing Perception of Readiness Through Clinic Emergency Simulations in the Ambulatory Staff Setting's Orientation Program

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Purpose:

A healthcare staff member should be in a perpetual state of readiness to respond to an emergency since emergencies can occur in the blink of an eye. One way to enhance the individual's readiness to act appropriately in a clinic emergency is through simulations. Several works of literature support the utilization of simulation in increasing an individual's self-efficacy for adequately performing in case of a healthcare emergency (Espey et.al., 2017; Scamaruzzo, et.al., 2014; & Williams et al., 2016).

The purpose of the quasi-experimental project is to explore the effectiveness of simulations in increasing the Ambulatory Care Staff's perception of readiness to respond to clinic emergencies as part of the interprofessional team at an acute care Health Maintenance Organization (HMO) in Los Angeles, California. The Interprofessional Team Simulation Questionnaire included five elements: Learning and performance, skills, situation monitoring, mutual support, and communication. The questionnaire was completed by the study participants to assess the identified outcome measures.

Methods:

The study was a collaboration between the Risk Management Simulation Center and the Professional Development and Education Department. A simulation curriculum was developed and incorporated into the Ambulatory Care staff's orientation program (Taulman & Turner, 2018). The curriculum consisted of TeamSTEPPS® (Strategies and Tools to Enhance Performance and Patient Safety) concepts, pediatric, and adult clinic emergency simulation scenarios (Agency for Healthcare Research and Quality (AHRQ), 2019). Before the simulation, the ambulatory care orientees were informed about the project and provided an option to voluntarily participate. The pre-simulation survey with instructions to complete the questionnaire was distributed to all the orientees. The submitted pre-simulation questionnaire served as the participants study consent.

All the ambulatory care orientees participated in the TeamSTEPPS® lecture, pediatric, and adult pre-designed simulation scenarios as well as the debriefing session. After the debriefing, the post-simulation survey was completed by the orientees utilizing the same Interprofessional Team Simulation Questionnaire within 10 minutes privately, that were de-identified.

Results:

Forty-one newly hired ambulatory care staff orientees completed the pre and post-simulation surveys. Using the Wilcoxon Sign-Ranked Test, the study revealed two out of

five areas to be statistically significant. The value of $p .016 (< .05)$ and $p .027 (< .05)$ provided a statistically significant difference between the pre and post-simulation perception of the participants on two areas namely: *Situation monitoring and mutual support* respectively. The common themes derived from the open-ended question in the survey were; improved communication amongst the team members, heightened role clarity, better task delineation, and enhanced perception of readiness to respond to emergency situations.

Conclusion:

The statistically significant results on *situation monitoring and mutual support* post-simulation implied an enhanced perception of positive teamwork behavior, improved communication, and care coordination amongst the study participants (AHRQ, 2015; Espey et. al., 2017). Therefore, the continued incorporation of the clinic emergency simulation in the acute care HMO's Ambulatory Care orientation program is highly recommended for the nurses' professional growth and development in this setting.

Title:

Enhancing Perception of Readiness Through Clinic Emergency Simulations in the Ambulatory Staff Setting's Orientation Program

Keywords:

Ambulatory Care, Clinic Emergency and Simulation

Abstract Summary:

A healthcare staff should always be ready to respond to an emergency. One way to enhance the individual's readiness to act appropriately in a clinic emergency is through simulations. Several literatures support the utilization of simulation in increasing an individual's self-efficacy for adequately performing in case of a healthcare emergency.

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