Standardized Patient Hybrid Simulation and the Non-Licensed Clinical Staff Curriculum: The Learning Comes Alive!

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Standardized Patient Hybrid Simulation and the Non Licensed Curriculum:

The Learning Comes Alive!

Patricia A. Karo, MSEd, BSN, RN-BC
Nurse Residency Specialist, Division of Education
Lehigh Valley Health Network

and

Deborah S. Arnold, RN, MSN, CMSRN, CHSE
Manager, Simulation Education
Sentara Healthcare
Who We Are

- Largest academic community hospital in PA
- Largest Level 1 Trauma Center in region
- Certified Comprehensive Stroke Center
- Employees – 11,967
- Medical Staff – 1,193
- Nurses – 2,334

- Magnet Hospital
- 173,678 ED visits
- 54,056 admissions
- 981 acute care beds
- 3 hospital campuses
- Revenues over $2 Billion
# Quality Milestones

<table>
<thead>
<tr>
<th>Year</th>
<th>Milestones</th>
</tr>
</thead>
</table>
| 2008 | - America’s Best Hospitals for digestive disorders, geriatrics, and heart care and heart surgery (U.S. News & World Report)  
- Nation’s Highest Heart Attack Survival Rate Centers for Medicare and Medicaid Services (CMS)  
- Leapfrog Top Hospital - The Leapfrog Group  
- Burn Care Re-verification for Adults and Children - American Burn Association and the American College of Surgeons  
- Best 100 Companies to Work For-FORTUNE  
- 100 Best Places to Work in Healthcare - Modern Healthcare  
- Blue Distinction Center for Complex and Rare Cancers - Highmark Blue Shield  
- Top 100 Integrated Health Networks - Verispan  
- 100 Most Wired and 25 Most Wireless Hospitals - Hospitals & Health Networks  
- First LEED-Certified Inpatient Facility in Pa. - U.S. Green Building Council |
| 2009 | - America’s Best Hospitals for geriatrics, and urology - U.S. News & World Report  
- Pennsylvania’s Highest Heart Attack Survival Rate Centers for Medicare and Medicaid Services (CMS)  
- Accredited Chest Pain Centers - Society of Chest Pain Centers  
- Best 100 Companies to Work For-FORTUNE  
- Leapfrog Top Hospital - The Leapfrog Group  
- Full Accreditation - Association for the Accreditation of Human Research Protection Programs (AAHRPP)  
- Outstanding Program Achievement Award - American College of Surgeons Commission on Cancer (CoC)  
- Get With the Guidelines - Stroke Gold Performance Achievement Award - American Stroke Association  
- 100 Most Wired and 25 Most Wireless Hospitals - Hospitals & Health Networks  
- EPA Mid-Atlantic Region Environmental Achievement Award - U.S. Environmental Protection Agency  
- One of the 10 Best Hospitals in America - Becker’s Hospital Review |
| 2010 | - America’s Best Hospitals for geriatrics - U.S. News & World Report  
- No. 1 in PA and No. 2 in the Nation for Heart Attack Results - Centers for Medicare and Medicaid Services (CMS)  
- Top 5 Academic Medical Centers in U.S. - University HealthSystem Consortium (UHC)  
- NCI Community Cancer Centers Program - National Cancer Institute, U.S. National Institutes of Health  
- 100 Most Wired and 25 Most Wireless Hospitals - Hospitals & Health Networks  
- Top 100 Integrated Health Networks - SDI  
- Leapfrog Top Hospital - The Leapfrog Group  
- One of the 30 Best Hospitals in America - Becker’s Hospital Review  
- 100 Best Places to Work in Healthcare - Becker’s Hospital Review  
- Carolyn Boone Lewis Living the Vision - American Hospital Association (AHA) |
| 2011 | - America’s Best Hospitals for endocrinology, gastroenterology and geriatrics - U.S. News & World Report  
- No. 1 and No. 2 Hospitals in the Region - U.S. News & World Report  
- Magnet Hospital redesignation for nursing excellence - American Nursing Credentialing Center  
- Top Performer on Key Quality Measures - Joint Commission  
- Architecture and Design Award for environmentally friendly health care - GreenCare  
- Top 100 Integrated Health Networks - Verispan  
- 100 Most Wired Hospitals - Hospitals & Health Networks  
- NCI Community Cancer Centers Program (NCCCP) redesignation - National Cancer Institute, U.S. National Institutes of Health  
- 100 Best Places to Work in Healthcare - Becker’s Hospital Review  
- Computerworld Honors Laureate - Computerworld Magazine  
- VHA Leadership Award for Supply Chain Management Excellence - VHA  
- HealthGrades Emergency Medicine Excellence Awards (LVH and LVH-Muhlenberg) - HealthGrades  
- Certified Comprehensive Stroke Center - Joint Commission |
| 2012 | - America’s Best Hospitals for gastroenterology, orthopedics and pulmonology - U.S. News & World Report  
- Leapfrog Top Hospital - The Leapfrog Group  
- Accredited Chest Pain Centers - Society of Cardiovascular Patient Care  
- 100 Most Wired Hospitals - Hospitals & Health Networks  
- NCI Community Cancer Centers Program (NCCCP) redesignation - National Cancer Institute, U.S. National Institutes of Health  
- 100 Best Places to Work in Healthcare - Becker’s Hospital Review  
- Computerworld Honors Laureate - Computerworld Magazine  
- VHA Leadership Award for Supply Chain Management Excellence - VHA  
- HealthGrades Emergency Medicine Excellence Awards (LVH and LVH-Muhlenberg) - HealthGrades  
- Certified Comprehensive Stroke Center - Joint Commission |
Objectives

▪ Describe implementation strategies utilized in the incorporation of standardized patient hybrid simulation for non-licensed clinical staff.

▪ Discuss blended educational strategies used in the orientation process related to non-licensed clinical staff.

▪ Describe outcome measures including learner satisfaction.
Evolution of the Non Licensed Curriculum Design

- **2008**
  - Initial experiences
  - **Support Partner Role**
    - Creation and Incorporation of two "Patient Observation Clinical Simulation Scenarios"
Patient Observation Role
Observation Levels (Non-Restrained Patient)

- Visual
- Arm’s Length
- Suicide Precautions
Navigations

- Branding
- Opportunity to redesign
  - Clinical Services Orientation
  - RN Curriculum
  - Non Licensed Curriculum
<table>
<thead>
<tr>
<th>Time</th>
<th>Topic</th>
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<tbody>
<tr>
<td>0800-0845</td>
<td>Getting to Know Your Travel Companions</td>
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<tr>
<td></td>
<td>Welcome and Opening Activity</td>
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<tr>
<td>0845-0900</td>
<td>Visitor Center</td>
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<tr>
<td></td>
<td>Interactive Team Activity - Review of key concepts from Connections</td>
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<tr>
<td>0905-0930</td>
<td><strong>Group 1</strong></td>
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<tr>
<td></td>
<td>Programming Your GPS - Part 1</td>
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<tr>
<td></td>
<td>LVHN Computer Sign-on</td>
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<td><strong>Group 2</strong></td>
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<td>Infection control</td>
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<tr>
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<td>Hand washing - glitter bug exercise</td>
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<tr>
<td>0930-0945</td>
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<td>0945-1010</td>
<td><strong>Group 1</strong></td>
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<td>Infection control</td>
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<td>Hand washing - glitter bug exercise</td>
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<td>Programming Your GPS - Part 1</td>
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<td>LVHN Computer Sign-on</td>
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<tr>
<td>1015-1100</td>
<td>Your First Stop</td>
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<td>Patient Care Delivery</td>
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<tr>
<td></td>
<td>(Patient Centered Care, Quality and Safety, Magnet)</td>
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<tr>
<td>1100-1130</td>
<td>Navigating Patient Care Services</td>
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<tr>
<td></td>
<td>Patient Care Services Roles &amp; Responsibilities</td>
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## Navigations: Your Orientation Journey

### Day #2 Agenda

<table>
<thead>
<tr>
<th>Time</th>
<th>Topic</th>
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<tbody>
<tr>
<td>0800-0845</td>
<td>Itinerary and Travel Guide Review</td>
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<td>Welcome and Energizing Exercise</td>
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<tr>
<td>0845-0915</td>
<td>More Travel Tips</td>
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<td>Professional Assertiveness and Accountability</td>
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<tr>
<td>0915-0930</td>
<td>BREAK</td>
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<tr>
<td>0930-1015</td>
<td>Reducing Travel Risk</td>
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<td>Risk Management</td>
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<tr>
<td>1015-1045</td>
<td>Sight Seeing</td>
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<td>Lawson overview</td>
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<td>Complete Introduction to Abuse module in TLC</td>
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<td>1045-1130</td>
<td>Safe Travels</td>
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<td>Message from Chief Nursing Officer</td>
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<td>1130-1200</td>
<td>Talking to the Locals</td>
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<td>Communication Strategies – SBAR</td>
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Non Licensed Curriculum Redesign

Image source: http://maps.nyc.gov/
Navigations: Your Orientation Journey
Passport to Safety

<table>
<thead>
<tr>
<th>Time</th>
<th>Topic</th>
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<tbody>
<tr>
<td>8:00 - 8:30</td>
<td>Clinical Debrief</td>
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<tr>
<td>8:30 - 9:30</td>
<td>Infection Control</td>
</tr>
<tr>
<td>9:30 - 10:45</td>
<td>Aging &amp; Sensitivity Workshop</td>
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<tr>
<td>10:45 - 11:30</td>
<td>Safe Patient Movement</td>
</tr>
<tr>
<td>11:30 - 12:00</td>
<td>Fall Prevention</td>
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<tr>
<td>12:00 - 12:45</td>
<td>LUNCH</td>
</tr>
<tr>
<td>12:45 - 1:45</td>
<td>Equipment Introduction</td>
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<tr>
<td>2:00 - 4:00</td>
<td>Skills Workshop</td>
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<tr>
<td></td>
<td>• Ceiling Lifts</td>
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<tr>
<td></td>
<td>• Restraint Alternatives/ Restraint</td>
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<td></td>
<td>• Policy Review</td>
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<tr>
<td></td>
<td>• Gowning and Gloving</td>
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<tr>
<td>4:15 - 4:30</td>
<td>Evaluation</td>
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Navigations: Your Orientation Journey
Ticket to Quality Care

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<th>Time</th>
<th>Topic</th>
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<tr>
<td>8:00 - 8:30</td>
<td>Passport to Safety Review</td>
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<tr>
<td>8:30 - 9:45</td>
<td>Oxygen Therapy</td>
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<tr>
<td>10:00 - 11:00</td>
<td>Care of Self Communication</td>
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<tr>
<td>11:00 - 12:00</td>
<td>Patient Observation</td>
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<tr>
<td>12:00 - 12:45</td>
<td>LUNCH</td>
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<tr>
<td>12:45 - 2:15</td>
<td>Simulation</td>
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<tr>
<td>2:30 - 3:30</td>
<td>Caring for Critically Ill and Dying Patients</td>
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<td>3:30 - 4:15</td>
<td>The Learning Curve: New Hire Bundle</td>
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<tr>
<td>4:15 - 4:30</td>
<td>Evaluation</td>
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</tbody>
</table>
Simulation Creation

- Simulation Project Analysis Form
- Collaboration with Clinical Simulation Nurse Specialist
  - Review of objectives, critical actions
  - Environment
  - Script development
  - Standardized patient selection/preparation
  - Debriefing plan
Standardized Patient Selection

- Employment Agency
- Standardized Patient Orientation
  - Interview
  - Profile/Picture
  - Orientation Manual
  - Review scenario
Setting The Stage

Non-Licensed - Amanda Banks

- IV Pump (2)
- IV fluids 500mL, NSS
- Blood Transfusion
- Headwall Unit
- IV pump tubing
- Blood IV Pump tubing
- Fall Magnet
- Flowtrons
- Bed check (chair check)
- Belongings at bedside
- PICC line placed
- Chaotic Environment
- Distraction Box
- Emesis Basin
- Safety Packet at bedside

Paperwork
- SOAP sheet
- I.V. Report Sheet
- I.V. Observation Sheet
- Belongings Inventory

- Nasal Cannula
- Pt. ID bracelet
- Yellow socks
- Shoe/Stocking right line
- Bandaid
**Preparing the Learner**

**OBSERVATION HANDOFF**

Patient Initials ___________ Room # ___________
RN Name ___________ Cell # ___________
TP Name ___________ Cell # ___________
Break time ______ Dinner time ___________

**Responsibilities of the:**
**RN:** Give report which includes: Reason for Observation, Diet, Activity Level (See area below).
**TP:** Provide patient care within the TP role.

**RN&TP:**
- Check on the patient and the staff member regularly.
- Feed patient if needed.
- Provide patient hygiene, toileting, ambulation with assistance from POA as needed.

**POA:** Observe the patient and use the observation checklist charting on behavior and location of patient. Assist TP and RN with patient care needs within your role. POAs cannot feed patients, but can assist with tray setup and ordering.

**REPORT:**
**Reason for observation:** ☐ Suicide Precautions
☐ Arm’s Length ☐ Visual
**Diet:**
☐ NPO ☐ Self Feed ☐ Assist Feeding (TP only)
**Activity Level:** ☐ Bedrest ☐ BRPs ☐ Ambulatory

**RN/LPN signature** ____________________________

Contact the Nursing Supervisor at the following extension if you have any questions or concerns:
Cedar Crest Site Supervisor – call 0415
Muhlenberg Site Supervisor – call 5998
## Observation Checklist

### Observation Levels:
- Visual Observation (Document q 2 hours Med/Surg - BH/ED q 15min)
- Arms Length Observation (Document q 15 minutes observation - BH and Med Surg)
- Unit Observations (BH)
- Equipment Precautions (BH)
- Suicide Precautions (Document q 15 minutes Med/Surg - BH/ED)

### Observation Matrix

<table>
<thead>
<tr>
<th>Patient Location</th>
<th>0015</th>
<th>0030</th>
<th>0045</th>
<th>0100</th>
<th>0115</th>
<th>0130</th>
<th>0145</th>
<th>0200</th>
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<th>0245</th>
<th>0300</th>
<th>0315</th>
<th>0330</th>
<th>0345</th>
<th>0400</th>
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<tr>
<td>Comfort Measures</td>
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INITIALS ONLY*

### Additional Matrix

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<td>Comfort Measures</td>
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</table>

INITIALS ONLY*
PreBrief/Setting the Stage
Debriefing
Debriefing

- Reaction
- Understanding
- Summary
Evaluation Data
Between 1/1/2008 And 3/31/2013

No. of Participants vs. No. of Responses

- No. of participants: 581
- No. of responses: 479
Questions:

Objective Met: The objective(s) for this activity were met.
Pacing Appropriate: The pacing of this activity was appropriate.
Speaker Engaging: The speaker(s) kept me engaged.
New Knowledge: I learned new knowledge from this activity.
Apply to Job: I will be able to apply what I have learned to my job.
Recommend to others: I would recommend this activity to others.
Improve Performance: The activity will improve my job performance and productivity.
Simulation Debrief: The facilitator/debriefer created opportunities for reflection and feedback.
What about this activity was most useful for you?

- The simulation showed me what a support partner is supposed to do.
- I really enjoyed the simulation activity. I feel as though this will help prepare me for the future.
- The simulation was the most useful activity.
- The simulation, it was very eye opening.
- The scenario with the actor patient and being a “one on one” situation.
- The simulation part, it gives you a feel for what you will be encountering on the job.
- The Patient Observation Simulation was a fantastic idea. It gave us a chance to jump in and then get immediate feedback.
What about this activity was least useful for you?
How can we improve this activity to make it more relevant?
Educational Challenges

- Volume of Learners

<table>
<thead>
<tr>
<th>Time</th>
<th>Visual</th>
<th>Arm's Length</th>
<th>Suicide</th>
<th>Classroom B</th>
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<tr>
<td>1250-1325</td>
<td>1 to 4</td>
<td>5 to 8</td>
<td>9 to 12</td>
<td>All Others</td>
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<td>1330-1405</td>
<td>13 to 16</td>
<td>17 to 20</td>
<td>21, 22, 1, 2</td>
<td>All Others</td>
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<td>1410-1445</td>
<td>7 to 10</td>
<td>11 to 14</td>
<td>3 to 6</td>
<td>All Others</td>
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Educational Challenges

Learner

- Preparation
- "Buy in"
  - Simulation Experience
  - Fiction Contract
- Learner Characteristics
Educational Challenges

- **Physical Resources**
  - Environment – Location/equipment
  - Schedules

- **Human Resources**
  - Clinical Simulation Team
  - Standardized Patients
  - Educated Facilitators
Future Implications

▪ Inclusion of additional non-licensed personnel
  • Creation of new job descriptions
▪ Expand to include “the patient requiring isolation precautions”
▪ Utilize an “observation tool” for the learners, not participating in the simulation
▪ Incorporate new RN employees into the “Patient Observation” Clinical Simulations
Activity

- **THINK**: Identify one opportunity to incorporate an experiential learning activity in your nonlicensed curriculum.

- **PAIR**: Discuss your idea for engaging your nonlicensed learner with the person closest to you and make note of new ideas.

- **SHARE**: Volunteer to share with all, record any additional thoughts.
The Learning Comes Alive!
Questions

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dsarnold@sentara.com