

Zero cost Great outcomes
for enhancing service quality of
Community Nursing Service

**Pilot project on Simulation Scenario-
based Training (SSBT)**

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Background

- **Community nurses (CNs) are the lone worker working in the community who those react prudently in an unexpected situation**
- **Great challenges on the lesser experience of CNs**
- **28% of high turnover rate within 2 years**
- **Adopted teaching model of Danish Institute for Medical Simulation (DISM) with best evidence available**
- **Provision a realistic clinical environment without harming patients**

Objectives

- ❑ **To consolidate community nurses' applied knowledge and skills in selected clinical conditions**
- ❑ **To enhance community nurses' capability in handling of complex medical emergencies**

Methodology

- A retrospective review study from May 2013 to February 2014
- A series of 5 SSBT workshops conducted by a qualified facilitator and APN
- The potential candidates nominated by their supervisors
- 4 tailor-made themes of SSBT with different levels of CN working experiences
- Design the scenario-preparation and scripts

The themes in different levels of CN's working experiences

Tier 1

Year 1

Interaction & communication skills to patient & stakeholder

the role of Community Nurse

Tier 2

Year 2

timely decision making in critical situation

management of risk/deteriorating patient

Tier 3

Year 3

management on chronic diseases/ case management

coaching & mentoring skill

train to be a team leader

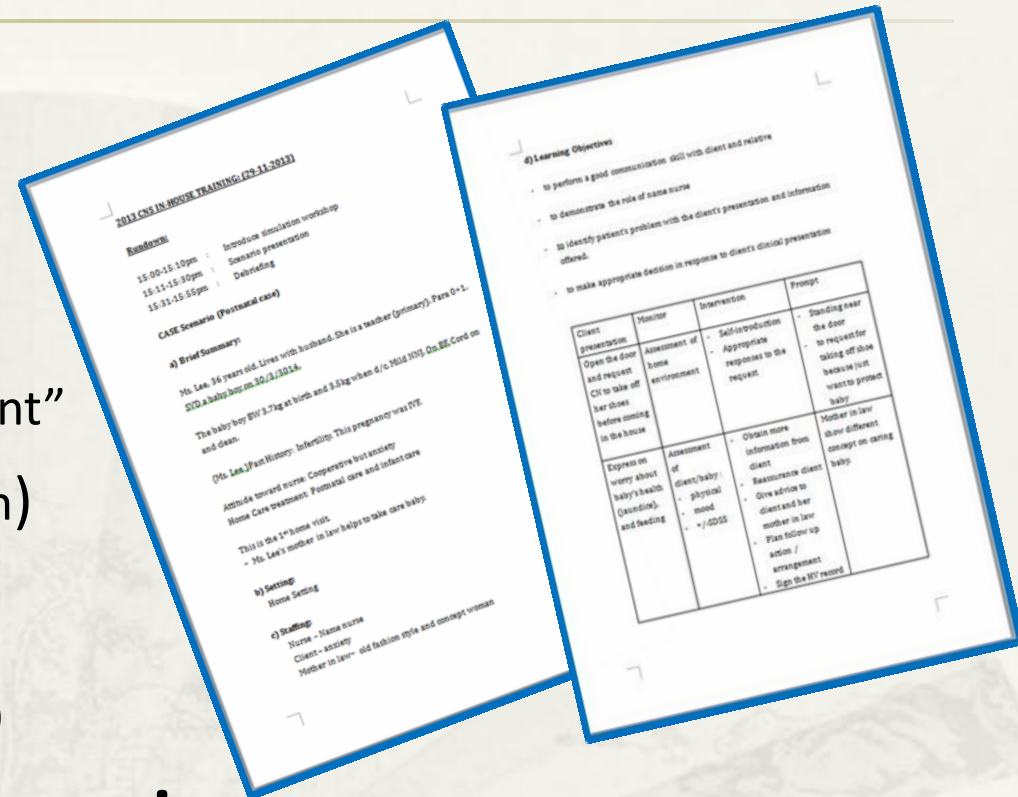
Tier 4

Year 4

train to be a center in charge

The scenario-preparation & scripts

- ❑ Scenario name
- ❑ Major problem
- ❑ Learning goals
- ❑ Narrative Description (“patient” background information & information)
- ❑ Staffing (no. of role-players)
- ❑ Room set up (the types of props)
- ❑ Basic information during scenario (parameters of the “patient “ in dynamic change condition)



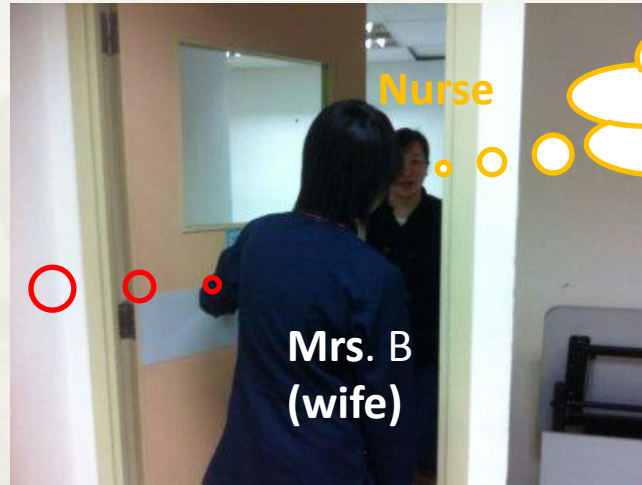
Methodology

- ❑ 2 hours /training workshop : scenario-based training & the related knowledge
- ❑ Return the evaluation form after one week the workshop
- ❑ No any modern facilitates & laboratory equipments
- ❑ Simulation place : Small meeting room or office corner
- ❑ Equipments : existing basic equipment & notebook only
- ❑ Real-time evaluation & feedback in the debriefing phase
- ❑ The compiled practical useful hints collected from the participants

Simulation Workshop

Meeting room as a home setting

Yes. I am waiting for you. Come on quickly. My husband is getting worse.



Hi, Good morning Mrs. B. I am Nurse A . How do Mr. B do.

Be calm & relax. I am with you. Don't worry !



I can't breath. Don't wait. Call ambulance to A&E quickly

Debriefing Phases



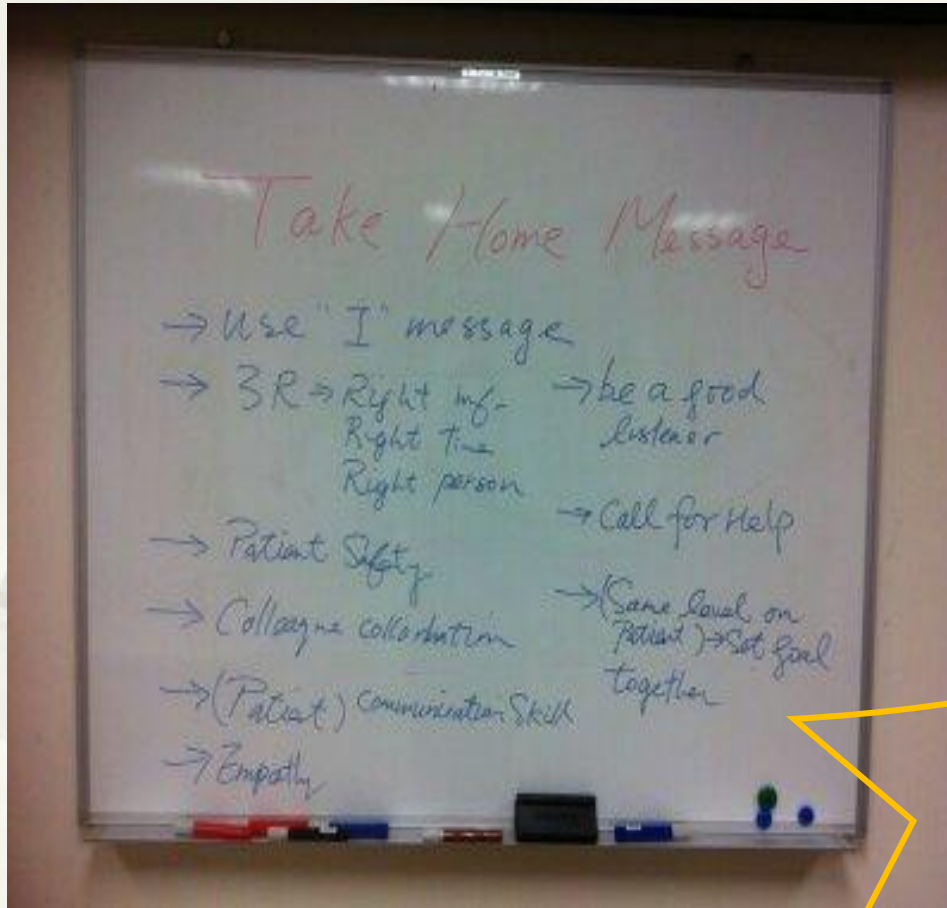
Debriefing

- ❑ **Description phase**
 - get a common understanding of the scenario background without any evaluation

- ❑ **Analysis Phase**
 - explore the showed appropriate knowledge, skills & attitudes
 - identify, analyse & explore potential solution for the practical deficit
 - identify the individual participants' strengths & weaknesses

- ❑ **Application Phase**
 - summarize what they have learnt & link to the clinical setting

Take Home Message

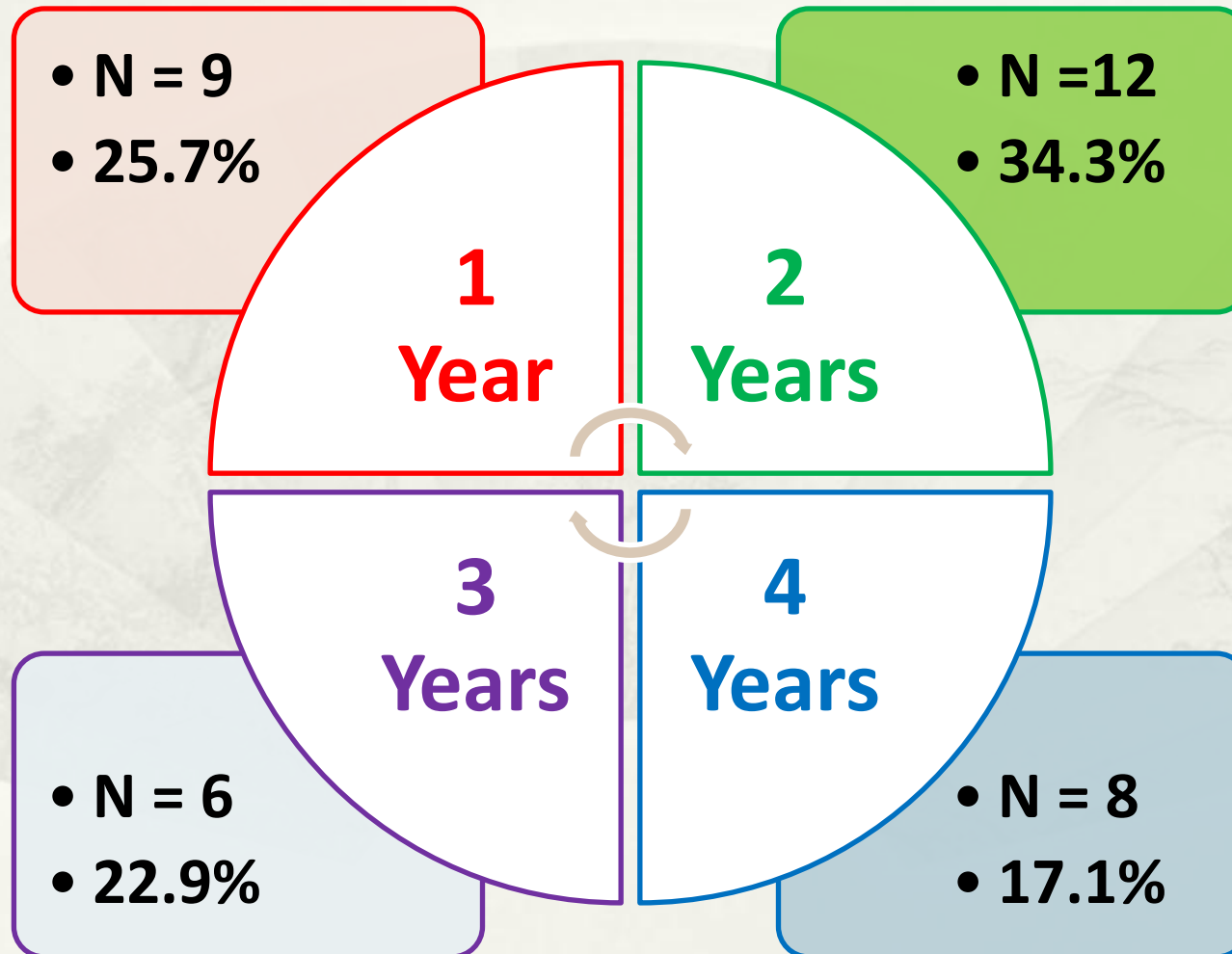


- * Compiled practical useful hints collected from the participants

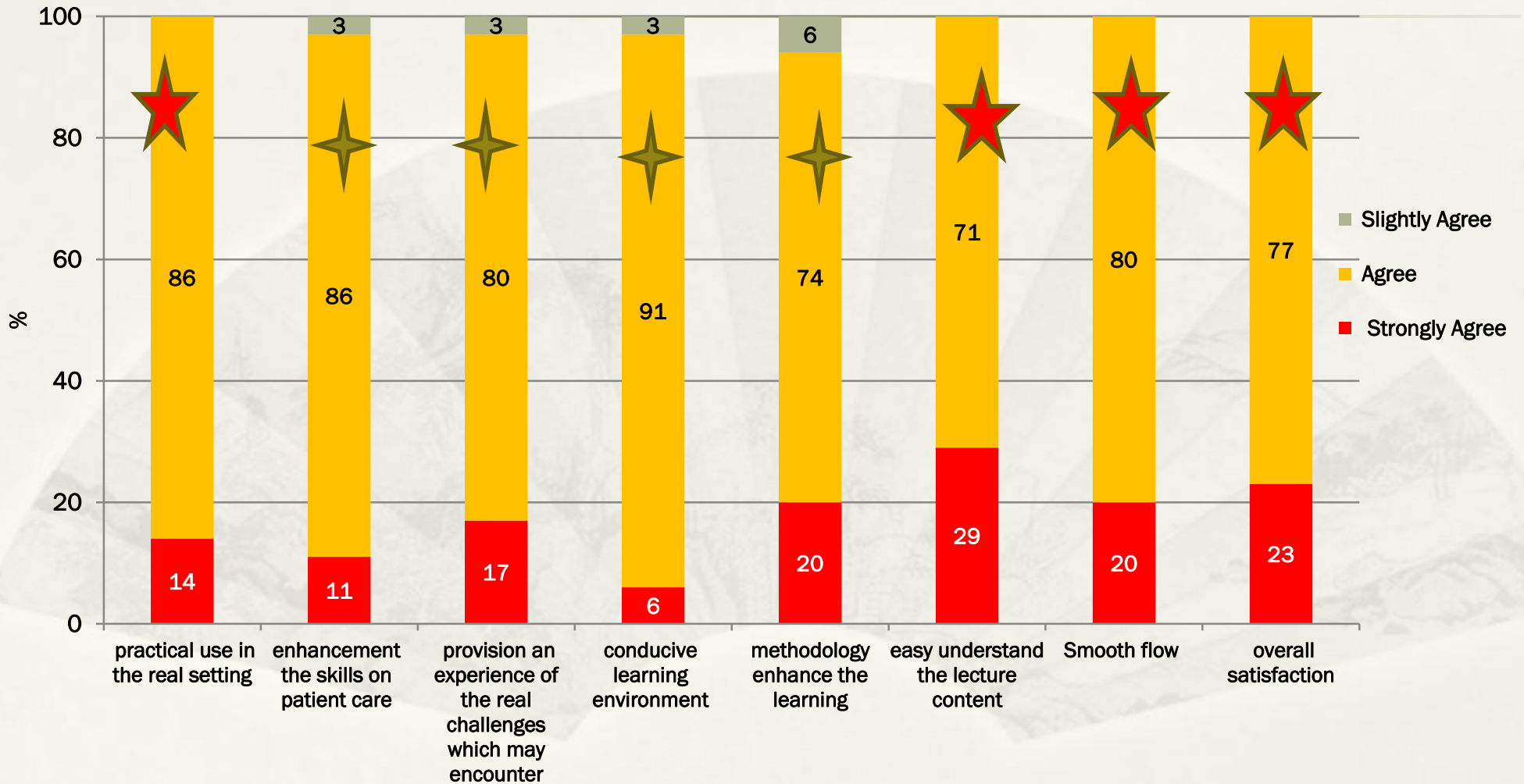
- * Achieve the learning goals for a specific scenario

Take Home Message

Result – Working Experience



Result – Evaluation



Moving forward

- ❑ **Analyze the training needs from the frontline staff**
- ❑ **Select an ad-hoc incidents as the themes of scenario training**
- ❑ **Group size of participants in each session**
- ❑ **Convince the senior staff 's commitment**
- ❑ **Develop train the trainer course of simulation training for CNs organized by HAHO**
- ❑ **Apply the concept of simulation & make use in case conference**

風雨同行四十載



九龍東醫院聯網
社康護理服務四十週年紀念



Thank you