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

<table>
<thead>
<tr>
<th>Tier 1</th>
<th>Tier 2</th>
<th>Tier 3</th>
<th>Tier 4</th>
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<tbody>
<tr>
<td>Year 1</td>
<td>Year 2</td>
<td>Year 3</td>
<td>Year 4</td>
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<td>Interaction &amp; communication skills to patient &amp; stakeholder</td>
<td>timely decision making in critical situation</td>
<td>management on chronic diseases/ case management</td>
<td>train to be a center in charge</td>
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<tr>
<td>the role of Community Nurse</td>
<td>management of risk/deteriorating patient</td>
<td>coaching &amp; mentoring skill</td>
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<td>train to be a team leader</td>
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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
Hi, Good morning Mrs. B. I am Nurse A. How do Mr. B do.

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

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

- **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
Result – Evaluation

Practical use in the real setting: 86% (Agree, Strongly Agree)
Enhancement of patient care skills: 86% (Agree, Slightly Agree)
Provision of an experience of the real challenges: 80% (Agree, Strongly Agree)
Conducive learning environment: 91% (Agree, Strongly Agree)
Methodology to enhance learning: 74% (Agree, Slightly Agree)
Ease of understanding the lecture content: 71% (Agree, Slightly Agree)
Smooth flow: 80% (Agree, Strongly Agree)
Overall satisfaction: 77% (Agree, Strongly Agree)
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
Thank you