

**Standardized Patients:
Making the Human Connection in Orientation**

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Kenneth M. Miller MSN RN, CCRN
Professional Role Development Specialist
Simulation Program Coordinator
UCLA Health
Los Angeles, CA

Objectives

- At the end of this presentation, the attendee will:
 - Describe how Magnet influences the framework for the use of simulation with standardized patients in nursing orientation.
 - Describe the history, roles, and use of improvisational actors as standardized patients in nursing simulation education.
 - Apply the framework necessary with the use of the SP Actor in a curriculum to promote professional role development.
 - Analyze evaluation feedback and the potential implications for nurse sensitive outcomes.

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Video One

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Patient Centered Care




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- Rank #3 in U.S. News & World Report 2015
- One Magnet-Designated Hospital
- Two hospitals on the Magnet Journey
- Transplant Center of Excellence
- Employs over 3,000 RNs
- More than 300 nurses per year.




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Orientation History


- Guest Speakers on Nurse Sensitive Indicators
- Power Point Presentations
- Analyzing Orientation Evaluations



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Re-imagining Orientation with Magnet in Mind

- Framework
 - Transformational Leadership
 - The “Fitting in” with performance improvement.
 - Innovation
 - Structural Empowerment
 - Developing strong relationship with preceptors.
 - How do we promote professional development?

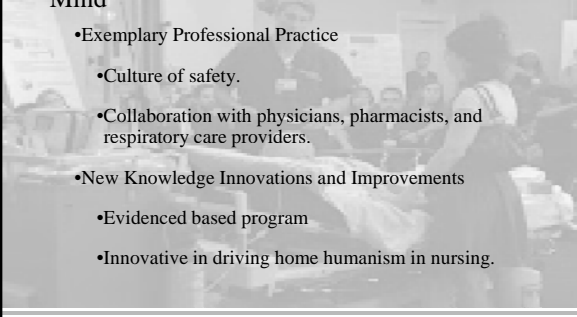


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Re-imagining Orientation with Magnet in Mind

- Exemplary Professional Practice
 - Culture of safety.
 - Collaboration with physicians, pharmacists, and respiratory care providers.
- New Knowledge Innovations and Improvements
 - Evidenced based program
 - Innovative in driving home humanism in nursing.



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“O’Donourke Model of the Professional Role”¹ “Watson Theory of Human Caring”²
 “Rosenman Five Caring Processes”³

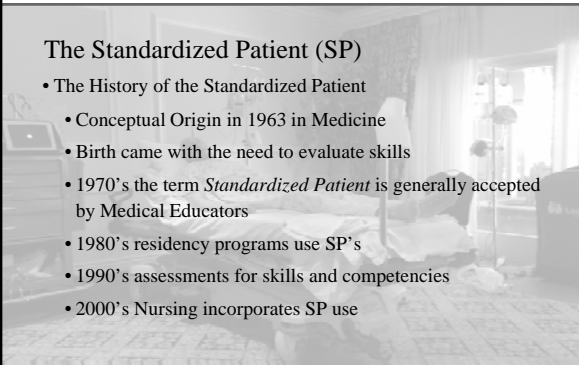
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The Standardized Patient

The use of Improvisational Actors

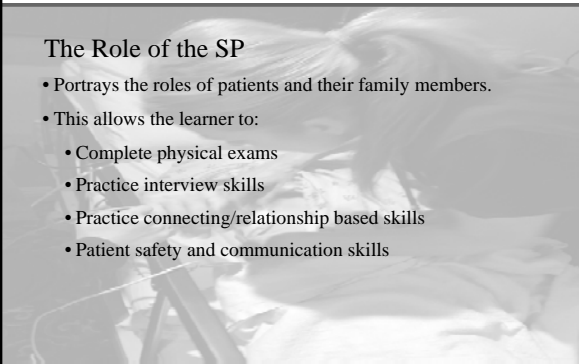


The Standardized Patient (SP)

- The History of the Standardized Patient
 - Conceptual Origin in 1963 in Medicine
 - Birth came with the need to evaluate skills
 - 1970's the term *Standardized Patient* is generally accepted by Medical Educators
 - 1980's residency programs use SP's
 - 1990's assessments for skills and competencies
 - 2000's Nursing incorporates SP use

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The Role of the SP

- Portrays the roles of patients and their family members.
- This allows the learner to:
 - Complete physical exams
 - Practice interview skills
 - Practice connecting/relationship based skills
 - Patient safety and communication skills

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Telling the Patient Story

- Nursing Orientation
 - The new hires are taken on a journey with the SP from admission until discharge.
 - The Patient Story is told in a long form improvisational writing style

Long form improv is story based, which focuses on developing character (patient and family) and plot (hospital stay) that the audience (nurse) becomes invested in the story. It has layers of meaning and builds relationships.

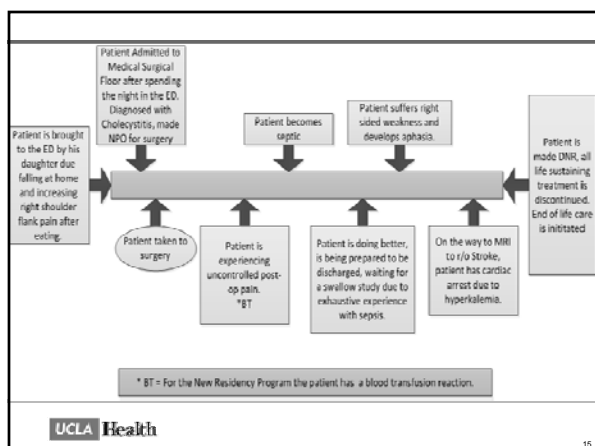
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Benefits of Using Improvisational Actors

- **Evidenced Based Teaching Strategy**
 - Bell et al (2014) Study
 - Improvisation and unscripted interaction mirror real practice
 - Actors challenge interprofessional dynamics
 - Actors infuse palpable emotion into difficult conversations
 - Oh, Jeon, Koh (2015) Meta-analysis Study
 - The SP benefits knowledge acquisition
 - Benefits communication skills
 - Self-efficacy
 - Learning motivation and skill acquisition

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Challenges

- **Costs**
 - Actors can be expensive
 - \$25.00 to \$100 per hour
- **Consistency**
 - Actors booking better paying jobs
 - Talent level
 - Non-expert Patient
- **Believability**
 - Laughing
- **Physical Challenges**
 - CPR/Defibrillation
 - IV/Tape

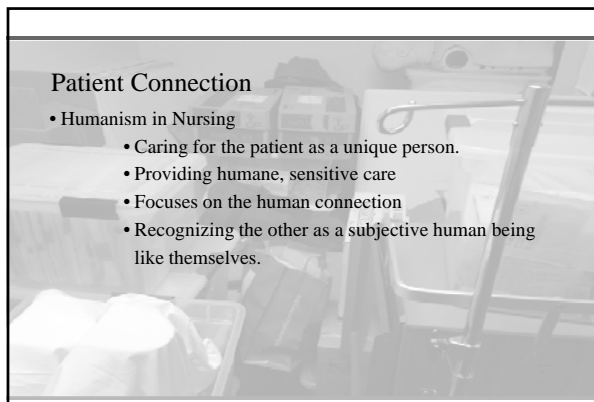
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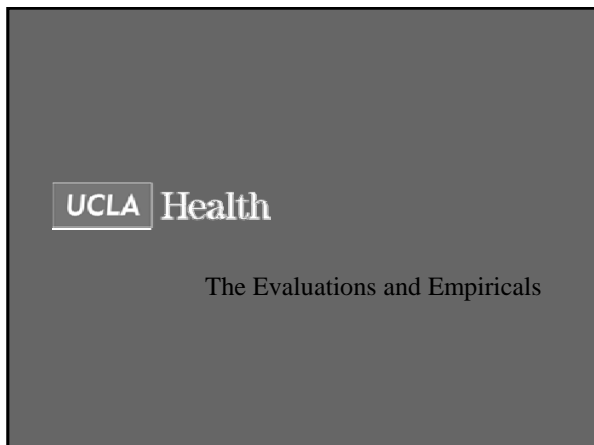


Patient Connection

- Humanism in Nursing
 - Caring for the patient as a unique person.
 - Providing humane, sensitive care
 - Focuses on the human connection
 - Recognizing the other as a subjective human being like themselves.

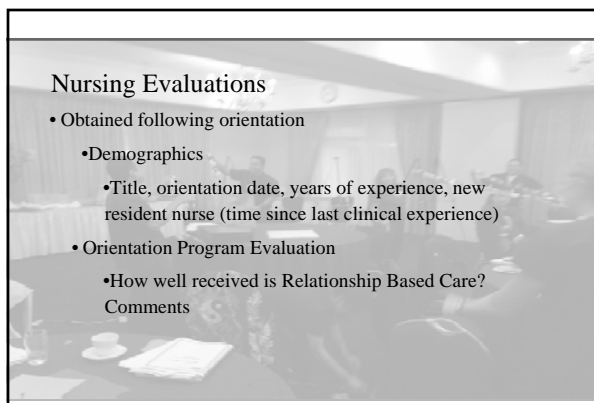
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The Evaluations and Empiricals



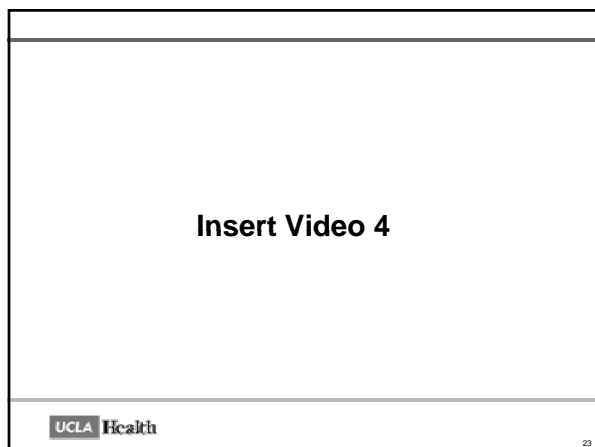
Nursing Evaluations

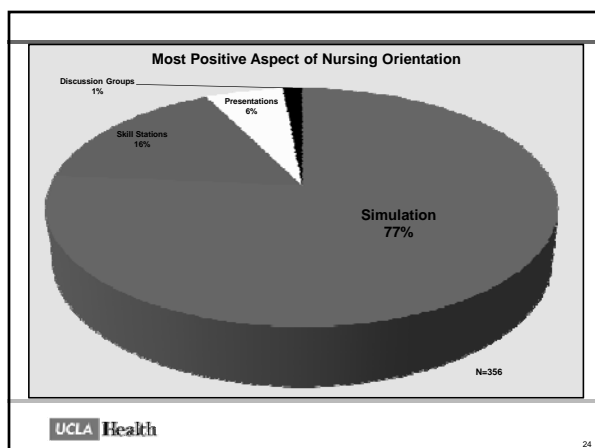
- Obtained following orientation
 - Demographics
 - Title, orientation date, years of experience, new resident nurse (time since last clinical experience)
 - Orientation Program Evaluation
 - How well received is Relationship Based Care? Comments

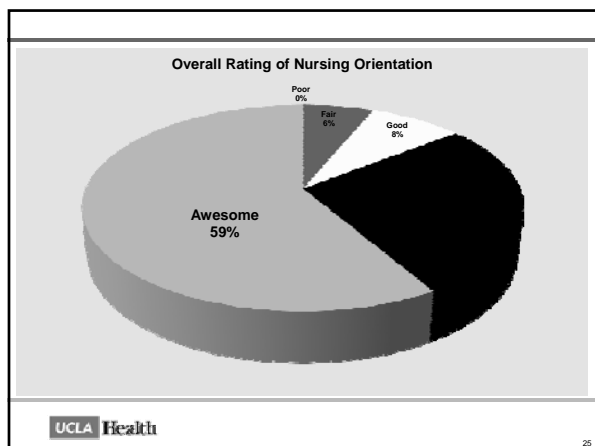
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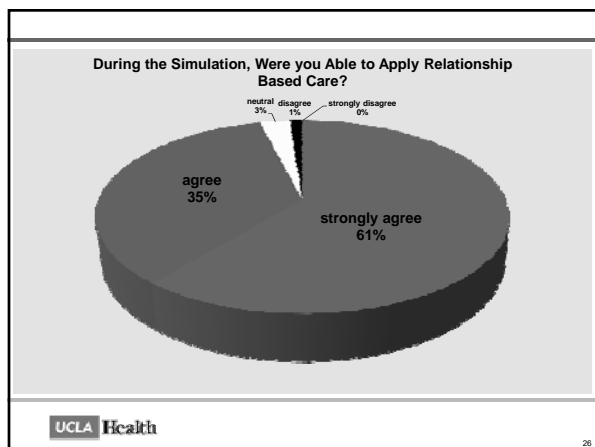
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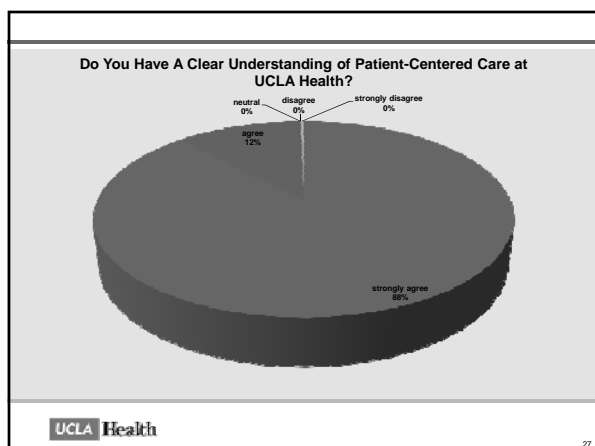








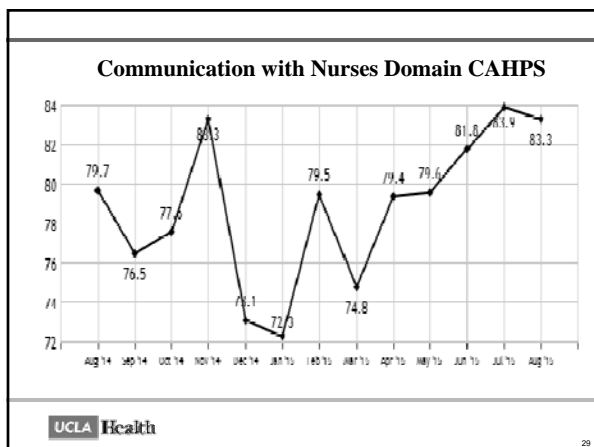






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In Summary

- Nursing practice can be influence by orientation.
- Simulation education can contribute to nurse sensitive indicator scores
- SP can influence the patient experience.
- This program has great potential for growth for other programs.
 - Outpatient
 - Sepsis Program
 - Fall prevention

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