Standardized Patients: Making the Human Connection in Orientation

UCLA Health

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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.

Insert

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.

Orientation History

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

- 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.
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

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
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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**Insert Video 2**

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*Note: Diagrams and visual aids are present in the text, but the details are not transcribed here.*
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

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

Insert Video 3
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.

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
• "I feel really prepared and I like how it always went back to the patient, his or her safety, and why we do it. It was a really great way to transition into an intense field of work. It's intimidating in the beginning but all of the exercises, skills, and simulations really prepared you for a glimpse of what to expect."

• "I like how the orientation focused on the value of speaking up and empowering nurses to be patient advocates."

• "I liked the progression of the simulations as the week went on. Thanks for an amazing introduction to nursing!"

• "The simulation actors were amazing and created a realistic learning environment."

• "Thank you for this amazing orientation experience. It sets the bar extremely high and makes me so proud to be part of a team that values communication, teamwork, and kindness."

Knowledge, Skills and Attitudes

Insert Video 4

Most Positive Aspect of Nursing Orientation

- Simulation: 77%
- Skill Stations: 16%
- Presentations: 6%
- Discussion Groups: 1%
- Discussion Groups: 5%
- Presentations: 5%
- Simulation: 5%
- Skill Stations: 3%
Overall Rating of Nursing Orientation

- Poor: 0%
- Fair: 6%
- Good: 8%
- Excellent: 27%
- Awesome: 59%

Overall Rating of Nursing Orientation: 59%

During the Simulation, Were you Able to Apply Relationship Based Care?

- Agree: 32%
- Strongly agree: 61%

During the Simulation, Were you Able to Apply Relationship Based Care? (61%)

Do You Have A Clear Understanding of Patient-Centered Care at UCLA Health?

- Strongly agree: 98%

Do You Have A Clear Understanding of Patient-Centered Care at UCLA Health? (98%)
Preliminary Related Outcomes

• Patient Satisfaction nurse communication scores
• Residency Core Class elimination (14 hours of content) which resulted in $61,989 savings
• Decreased length of unit-based orientation—eliminated 1 week of clinical orientation (Pediatric Intensive Care Unit)

Communication with Nurses Domain CAHPS

In Summary

• Nursing practice can be influenced 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