Sharing learning from incidents and complaints through whole team in-situ simulation training in Older Persons Medicine

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Introduction

Incidents and complains are an important form of learning for healthcare institutions. The learning is often shared via huddles, handovers, emails and learning alert bulletins. In the older persons medicine (OPM) department at James Cook University Hospital, we identified that there may be a role for whole team in-situ sim to not only facilitate learning around important and highly relevant topics but also improve the education provision for nurses and healthcare assistants who have less access to education compared to their doctor colleagues and improve whole team communication.

Aims

- **Improve engagement with learning from incidents**
- **Improve education provision for nurses and healthcare assistants**
- **Improve teamwork on the wards**

Methods

- Initial pilot session – managing agitation and rapid tranquilization
- Scenario involved an actor and the SIM MAN, doctors, ACPs, nurses and HCAs – highly successful
- Progressed to monthly then weekly sessions
- Use of VR headset in some sessions
- ACPS trained in de-briefing, running sessions with sim technician
- Scenarios specially adapted to suit the specialty
- Inspiration taken from actual incidents and complaints
- Staff encouraged to suggest their own subjects for learning
- Nurse in charge allocates staff for each session – enables participation even when the ward is busy
- Scenarios repeated weekly for 4 weeks to maximize the number of staff reached

Summary of Participant Feedback

Feedback

Clinical Lecturer Simulation and Human Factors
"the OPM team has been the most enthusiastic about ward-based education. Every session we have supported has been attended by colleagues who are keen and positive about learning"
"Turnout has been great"
"It is really encouraging to arrive and find both wards have already allocated staff"

Advanced Clinical Practitioner (ACP)
"The uptake has been excellent and the staff are really enjoying the sessions**"**
"Everyone has been very supportive and engaging throughout the whole process!"

Participants
"I feel that having the training on the actual ward where I work was very beneficial as it added to the atmosphere of trying to work in a busy clinical environment."
"Really good session as difficult to access some training due to ward pressures. Also the session being catered to our specialty is better for staff to increase their knowledge and skill set"
"Do more!"

Ward managers "The Sim training is really popular"

Conclusion

Using in-situ simulation training on the older persons medicine wards to share learning from incidents and complaints is not only practical, but incredibly well received by staff of all disciplines

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