Utilizing Simulation to Increase Confidence in Onboarding Care Managers & Social Workers
Background

• Growth in complexity of healthcare
• New teammates can feel overwhelmed in their new role
• Simulation role playing can be an effective training strategy
• Using standardized patients (SP) can improve the learning experience
• Provides a psychologically safe environment for learners to experience complex care coordination situations
• Aligns with organizational priorities and regulatory requirements
Purpose

• To provide onboarding Inpatient Care Management teammates experiential learning to support role transition, teamwork, and communication
Methods: Overview

• Consultation and collaboration with system simulation educators
• Four-hour program
  • Didactic
  • Two simulation scenarios
  • Epic Playground documentation practice session
• Simulation scenario structure
Simulation Setup

Patient Room

Control Room
Methods: Training & Role

- Facilitators
- Standardized Patients
- Simulation
Results

- Pre-simulation survey
- Post-simulation survey
How confident do you feel in communication effectively during crucial conversations with patients and families?

Pre-simulation:
- Confident: 51%
- Confident, but can always refine: 33%
- Somewhat confident: 13%
- Not confident: 2%

Post-simulation:
- Confident: 48%
- Confident, but can always refine: 45%
- Somewhat confident: 7%
- Not confident: 2%
How confident do you feel about using appropriate language related to regulatory requirements while maintaining patient choice?
Implementation Takeaways

- Leader buy-in and support
- Dedicated resources and locations
- Scheduling process
- Evaluation process
Conclusion

• Use of simulation role play standardized patients improved learner experience
• Maintaining psychological safety in experiential learning is essential to promote and build confidence
• Meets regulatory and compliance requirements
• Positively impacts teammate confidence and retention
• Leader buy-in, support, and engagement is crucial to the success of the program
Most importantly this program prepares learners for effective care coordination and transition of care plan implementation!
References


