



Volunteer Simulated Patients (VSP) for Triage Training - Transitioning from traditional paper based training to the use of VSP's in conjunction with the ETEK, for nurses undertaking triage training

Melissa White
Clinical Nurse Educator – Emergency
Centre for Education & Training
Ballarat Health Services

Topics Covered Today

- Traditional Triage learning
- Why Change?
- Development phase
- Volunteer Simulated Patient (VSP)
- Challenges
- Feedback
- Where to next...



Australian Government
Department of Health and Ageing

EMERGENCY TRIAGE EDUCATION KIT

TRIAGE WORKBOOK



35. Bianca is 24 years old. She has a history of a perianal abscess, which underwent drainage two days ago. She continues to have pain ('six out of ten') and was seen by her local doctor today. She has taken Panadeine Forte with no relief and is also on oral antibiotics.

1	2	3	4	5
Comments:				

36. Craig is an 18-year-old male patient who presents saying he feels 'suicidal' and requesting admission. He makes a verbal threat to 'cut up' if he is not admitted.

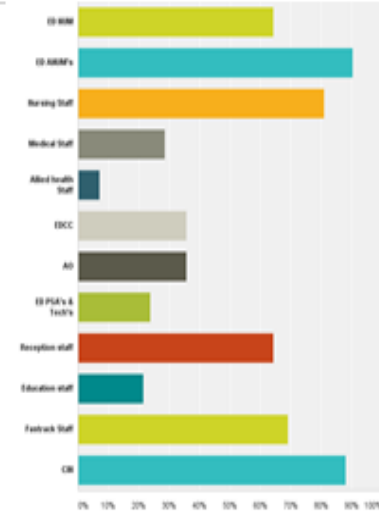
1	2	3	4	5
Comments:				

Why Change?

- 2013 conducted a survey of ED triage staff
- Only 20% felt supported by education staff
- Currently education support focused on post graduate students working at triage
- No official ongoing education support for triage
- Current training lacked the “human factor”

Q5: Please tick the area's you feel supported, in regards to triage (more than one can be selected).

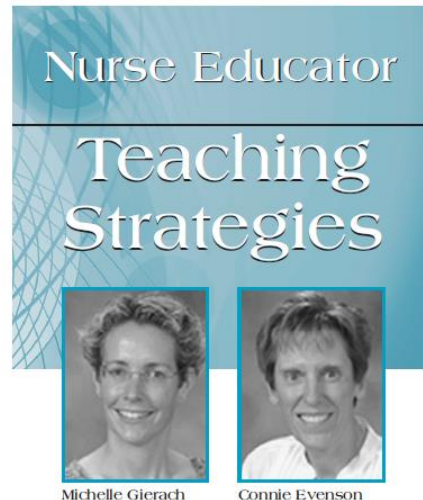
Answered: 42 Skipped: 0



Powered by SurveyMonkey

Development Phase

- Literature review
- Simulation goals
- Development of SIM
- Support staff



Michelle Gierach

Connie Evenson

Nurse Educator
Vol. 35, No. 6, pp. 228-230
Copyright © 2010 Wolters Kluwer Health |
Lippincott Williams & Wilkins

Clinical Reasoning in the Classroom

A Triage Simulation

Michelle Gierach, MSN, RN, CNE
Connie Evenson, MSN, RN, CNE

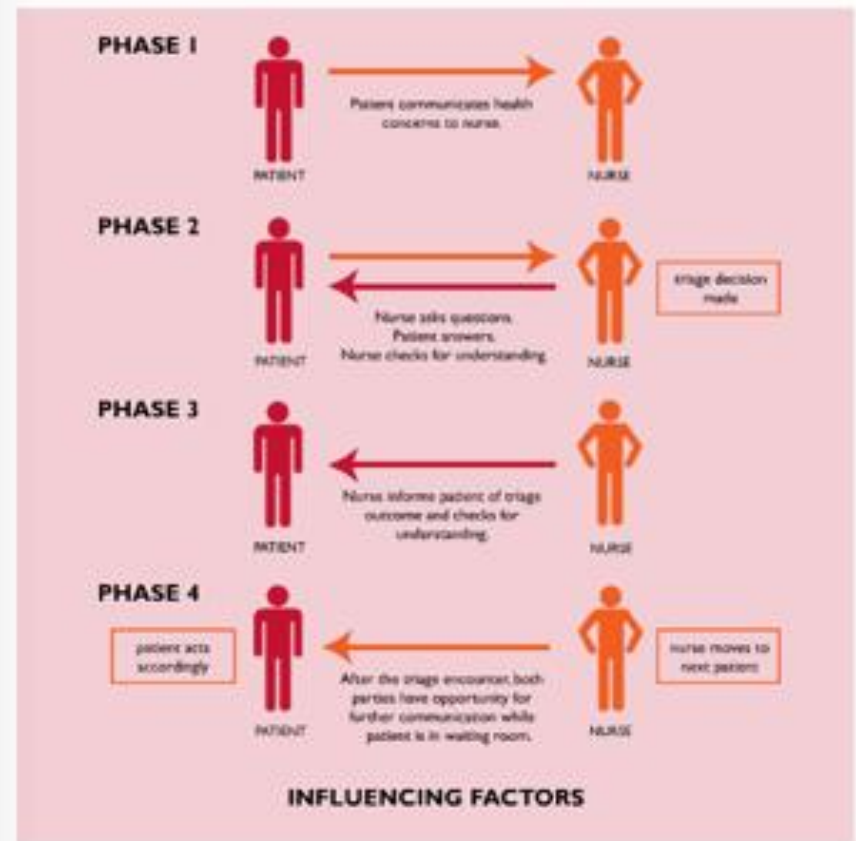
Development Phase

- Literature review
- Simulation goals
- Development of SIM
- Support staff

Factors that impact upon the communication process at triage

The complex process of communication always occurs within a range of influencing factors, as illustrated in Diagram 3.1. The more the Triage Nurse understands these factors that influence the effectiveness of communication, the better the communication and the quality of data gathered.

Diagram 3.1: Simplified image of communication at triage



SimVan.org.au



- Simulation team focused on delivering simulation to the Grampians region
- Education staff “playing” the role of pt.’s to be triaged
- Integrating VSP’s to SIM

Volunteer Simulated Patient (VSP)

- 36 registered VSP's
- All VSP's undertake training
- Scripts developed

VSP - ED Triage SIM Norm Normansen

Session Title:	TRIASIM - Norm Normansen / Norma		
Location/Hub:	Ballarat Health Services ERC	Date:	13 th March
Version:	1	Author:	Melissa White
		Validated by:	
Scenario Overview			
Estimated Simulation Time:	2hrs	Estimated Debrief:	15mins
This session will be run 3 times back to back. You will be one of 3 VSP's participating. Each session approx 15mins in length with 15mins debrief at the end.			
Students:			
<input type="checkbox"/> Undergrad <input type="checkbox"/> Post Grad <input type="checkbox"/> Other (Please list)			
<input checked="" type="checkbox"/> Nursing – Trained emergency nurses who have worked at triage in the past <input type="checkbox"/> Paramedicine <input type="checkbox"/> Medicine <input type="checkbox"/> Allied Health (State)			
Learning Objectives for Simulation			
<ol style="list-style-type: none"> 1. Communication – Introduction of triage nurse to pt. 2. Appropriate assessment of pt. Inc. vital signs 3. Appropriate use of paperwork / triage notes 			
Faculty Requirements:			
Name of Technician:	Nil		
Name of faculty member delivering brief:	Melissa White		
Name of faculty member delivering debrief:	Melissa White		
Name of Confedrate/s:	Rebecca Huff		
Clinician Task (including briefing to trainee):			
<p>The Facilitator at the time of the SIM will instruct you on when to commence your role as you will be one of 3 VSP's involved in the SIM. You will then interact with the triage nurse who will then on completion of the triage directed you to either the WR or bring you into the ED (back to the VSP waiting area.)</p> <p>After the SIM you will be involved in the first 5 mins of debrief providing feedback on how the participant made you feel.</p> <p>E.g. built rapport, introduced themselves, eye contact, explanation of procedures.</p>			

Setting:
You are a male over the age of 65, presenting to the Ballarat Health Services emergency department triage for assessment of your chest pain.
Patient Behaviours:
Norm is a grumpy old farmer who has central chest pain. He is agitated, sweaty and thinks his pain is reflux. He likes to talk a lot about his argument with his young new neighbour and the fence, it needs replacing and Norm thinks that it is fine, he only speaks about his chest pain when asked.
Opening lines/ Questions/ Prompts:
When ask what has brought you to triage today? Your response is my wife sent me to get this chest pain sorted. You will then continue to talk about the fence argument unless asked about your chest pain.
When asked about chest pain you reply with:
<ul style="list-style-type: none"> Pain started during the argument Unable to give pain score but it is heavy, pressure radiating down l) arm. You are short of breath You have taken the "scone" but it didn't work this time You have been experiencing some reflux after dinner the past few months and the "scone" works normally ("scone" is gaviscone / Mylanta)
Patient's reasons for interaction (presenting problem), including their ideas and concerns:
You have presented to triage with central chest pain/tightness. You are holding your chest and will have simulated sweat on your forehead.
Patient's history of the problem:
Norm developed chest pain while arguing with his neighbour about the fence. If Norm is asked directed questions about his chest pain he answers them e.g. where is it? –Holding central chest. He is unable to give a pain score, describes it as "like heart burn" he has taken "scone" (Mylanta) with min effect. He has been told to present by his wife and he is only here to "get her off his back". If Norm is given the opportunity he will continue to talk about his "barney" about the fence and how is neighbour is unreasonably young wiper sipper who is just out to cause trouble. He loves to chat about everything except his chest pain.
Patient's past medical history
Norm is a 75 year old farmer who rarely sees a GP and has not documented past history. He has self-diagnosed "reflux" in the last few months. Otherwise he feels he is quite fit and health. Has x1 beer every night with dinner and a "few" on the weekend. His life as a farmer is quite labour intensive involving chasing sheep, shearing, drenching and other manual handling activities like building fences & digging holes. Also operating heavy machinery.
Patient's family history:
Father died of a heart attack at 80 & mother suffered from "women's issues" she never discussed.
Patient's social information (work, lifestyle, habits):
Norm is a Farmer from Lake Goldsmith / Beaufort area. He lives with his wife Jean. Is a sheep farmer who all so likes to potter in his veggie garden. Norm rarely to never visit the GP. Has never been to hospital before.

Volunteer Simulated Patient (VSP)



Challenges

- Space
- Time
- Debrief



Feedback

Participant

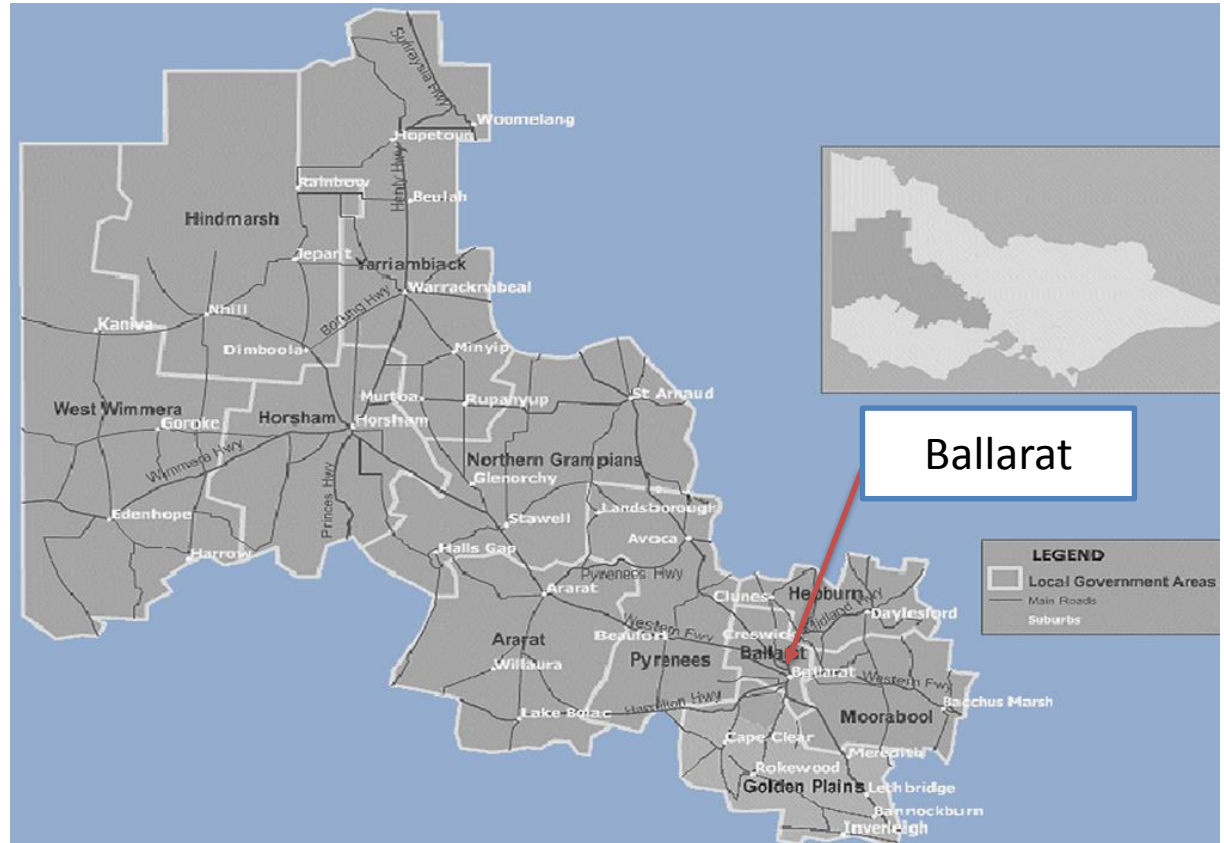
- “Definitely took away some of the anxiety of triage”
- “The scenario was appropriate & realistic”
- “More realistic interacting with a real person”
- “Removed the fear of the unknown”
- “Put my nerves at ease”
- “Great form of learning”
- “Very valuable experience”

VSP

- “ Using real people creates a more real life situation for training”
- “Felt valued and respected”
- “ Enjoy the role of Norm”
- “Scripts are easy to follow”

What next....

- Triage SIM now part of orientation
- Triage SIM for all current staff regularly
- Taking Triage SIM to the region





Thank You

Any Questions?

References

- [https://www.health.gov.au/internet/main/publishing.nsf/Content/387970CE723E2BD8CA257BF0001DC49F/\\$File/Triage%20Workbook.pdf](https://www.health.gov.au/internet/main/publishing.nsf/Content/387970CE723E2BD8CA257BF0001DC49F/$File/Triage%20Workbook.pdf)
- <http://vspn.trainingvc.com.au/>
- Teaching Strategies. Clinical Reasoning in the Classroom: A Triage Simulation. Gierach M; Evenson C; Nurse Educator, 2010 Nov-Dec; 35 (6): 228-30. (journal article) ISSN: 0363-3624 PMID: 20975401 CINAHL AN: 2010863806

