



Sim Soap Discussion Prompts for Nurse Educators

These prompts are organized by the five core quality and safety education competencies for nurses, as outlined by <http://www.qsen.org/>

Student Level: College level nursing students

Estimated Time: Can be adjusted to meet needs from 1 day to 5 days

Learning Competencies:

QSEN competencies: Patient Centered Care, Teamwork & Collaboration, Quality & Safety, Evidence Based Practice, Informatics

Techniques:

- narrative and storytelling to build engagement
- simulation, role play and case studies to create authentic learning environments
- Twitter and social media to encourage interaction and participation

Patient Centered Care

Patient Advocacy/Education

1. Even though Stanley did not indicate he was a smoker on his in-take forms, how did the nurse identify that he uses cigarettes?

Smell, touch, see

Who's Who?

1. In Day 4, Stanley seems overwhelmed with all of the different providers, and he tweets about having trouble knowing who is who. As a nurse how can you help a patient understand your role?

- Wear your nametag/I.D. badge
- Write your name on the white board in the patient's room when you are on duty
- Write the patient's name outside their room, and address the patient by name
- Introduce yourself to the patient and help him/her understand your role in his/her care

Privacy

Look at HIPAA, (<http://www.hhs.gov/ocr/privacy/>) and the second Craigslist posting <http://screencast.com/t/ZjA0NjU0>

1. Do you think that the "nurse/matchmaker" violated HIPAA by posting what she did?
2. If you believe she violated HIPAA, how specifically did she violate HIPAA?

3. If there was a violation, how should that be addressed? And by whom?

Teamwork & Collaboration

1. On day two, Stanley's heart stops. A team of nurses uses a defibrillator to get Stanley's heart going again. Can you identify the role that each nurse played in this part of the scenario?

Quality & Safety

On day three, Stanley receives the wrong medication.

1. How are med errors avoided?
2. What are the 7 Rights of Medication Administration?
 - The Right Drug
 - In the Right Dose
 - To the Right Client
 - At the Right Time
 - By the Right Route
 - Right Documentation
 - Client's Right to Refuse
3. In the story, who determined that the medicine was not the correct medicine for Stanley? *Stanley and the nurse who checked his I.D. badge*
4. What sort of consequences could have occurred if Stanley had taken the medication?
5. Even though, no one got hurt, should someone be reprimanded for their mistake?
6. Should Stanley's nurse have brought the error to her supervisor's attention?

Missed Diagnosis

1. In Day 1, Stanley tweets about his chest discomfort, heartburn/indigestion. This part of the story is meant to illustrate that he denies and dismisses his symptoms. He then arrives at Urgent Care. Why do you think his heart troubles were not diagnosed at Urgent Care?

Points to touch on:

- H1N1 Outbreak
- Incomplete family health history
- Stanley not playing an active roll in the diagnosis of his own symptoms

Evidence Based Practice

1. Can you point out any examples of Evidence Based Practice?
 - Clinical guidelines were suggested when MidgeNurseNP suggesting that Stanley, who might have been experiencing a heart attack, take an aspirin & Beta blocker
 - Using the Hospital Compare Web site for choosing the best hospital for cardiac care

- The IV being changed every four days

Quality Improvement

1. What are the quality improvement activities are in place at your health care facility?

Examples of quality improvement activities mentioned in #SimSoap were:

- The monitoring of hand washing protocol using the blue light
- The use of the patient satisfaction survey to track patient satisfaction over a period of time.
- The use of hand sanitizer and masks in the Urgent Care waiting room facility in response to the fictional H1N1 outbreak.

Monitoring of handwashing activity using a blue light could be an example of a short term QI activity. It could have been implemented as a PDSA (Plan Do Study Act) QI activity. The goal might have been reductions in infections over a short period of time.

The Patient satisfaction survey could be an example of a QI activity that takes place over a longer period of time. Data of this nature could be collected over 3-6 months and based on the feedback, processes may be identified that need to be amended in order to improve satisfaction.

Informatics

1. What are the concerns that Stanley expresses regarding his electronic health record?
 - privacy i.e. hackers
 - keeping track of another password
2. Can you identify some advantages to the electronic health record?
 - the correct prescription is electronically transferred to the pharmacy
 - helps to resolve issues with illegible handwriting
 - there is an electronic record of prescriptions patients are taking