A multi-method assessment of a simulation based program with emergency departments

Ruth Margalit MD, Pessach-Gelblum Liat MS, Atalia Tuval PhD,
Doron Sagi MS, Debra West MD, Amitai Ziv MD, MHA
With:
Noa Zeltzer – Sheba Young researcher project

Israel Center for Medical Simulation, Sheba Medical Center, Israel
How many people will visit the ED in their lifetime?

What will their patient experience be like?
• 1/3 of Israelis will attend the ED at least once.
• Many of them will state that they had bad experience.
• In 2015 MOH conducted an international survey assessing patient experience in 26 Emergency departments. Issues examined:
  - General satisfaction of the ED visit
  - willingness to recommend the specific ED
  - staff relationship of patients
  - Knowledge and information giving
  - Wait time
  - Continuity of care
  - Physical environment

Is it really that bad?
Survey outcomes

• Low general satisfaction
• 56% stated experience was somewhat satisfying.
• The challenges emerged from the survey motivated MOH to develop a National intervention program aiming to improve patient experience in Israeli ED.
• The vision of the program is to provide ED teams with tools to enhance providers' communication and coping skills.
• MSR - a National expert in medical simulation, was invited to develop a simulation based training program to ED teams, targeting communication skills and teamwork.
• The program was launched during in Fall of 2016.
Coping skills toolkit funded by MOH

- Patient support
- Allocation of resources for ED improvement
- Diagnose patient journey
- Building an intervention plan
- Volunteers training
- Mentoring change leaders
- Compensation model
- Playback theater
- Master trainers training
- Films
- OJT

*Simulation*
A multicomponent simulation based intervention program – with MSR

Management of hospital and ED

A leading team in each ED

- Assessment
- Care for providers
- Implementation of standards of care
- Local intervention program
- Environmental awareness
- Information delivery tools
- Communication skills training
- Master trainers training

A leading team in each ED
Major areas of communication:

- Empathy
- Assertiveness
- Information disclosure
- Apology
- Trust
- Respect
- Pain Management
The process:

• Mapping the patient journey

• Developing intervention programs locally tailored for each ED (to match specific needs: constrains, strengths and challenges)

• ED teams as patients: with actors as providers.

• Video based debriefing

• Video based discussion

• Understanding different domains of patient experience
Timeline

2017

Second MOH patient experience survey

May

Program publication

August

Launch

March 14

2016

November  September  June

MASTER TRAINEERS TRAINING

implementation
Research Goals:

Assessment of the impact of a multicomponent simulation based intervention program designed to improve patient and providers’ experience in emergency departments

1. Developing a comprehensive tool to measure the impact of the intervention
2. Assessment of training components on the teams’ approach to the patient experience at the ED
Hypotheses:

• ED teams will improve their knowledge about patient preferences, improve communication skills with patients, team members, and companions.

• Patients and companions surveyed will assess ED team members who conducted training, higher than those who have not.
Method : A kaleidoscope data collection

Aiming to capture a 360 perspective of the intervention impact:

- Observer/Researcher
- Patients
- Companions
- Physicians
- Nurses
Method: Parameters measured

- Knowledge and information disclosure
- Communication skills
- Demographics and background
- Waiting conditions
- Attitude towards patients
- Continuity of care
Methods: tools and design

• Structured questionnaires used by ED observer, and will be given to patients, companions, physicians and nurses at the ED

• Structured interviews and focus groups with participants

• Extracted patient information from the ED file

• Family physician and patient – post discharge surveys
Significance:

This pilot research will highlight skills and domains applicable for interventions at the ED, that will enhance patient experience.
Anticipated recommendations:

Development of an efficient research tool to track changes in team behavior after comprehensive training, can assist in the ongoing assessment of the largescale MOH project – Enhancing Patient experience at Ed’s in Israel
References:


- Improving the patient experience through nurse leader rounds. Patient Experience Journal, Vol1, Iss2 Fall 2014


- RAND - Emergency Department Patient Experience of Care Survey Development and Field Test, 2014
THANKS !