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Using team resource management and simulation training to improve the communication ability of ICU new nurses

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Joint Commission of Taiwan in 2012 reported that there were 2297 errors in the communication between medical staffs. A misunderstanding of the medical disposal will increase the risk of patients. Communication skills were not good enough in young generation, especially in need of high pressure and cooperative workplace. We hoped to reduce communication errors by using simulation scenario and Team Resource Management (TRM) skills. During 2015-2017, ICU new staffs must attend the TRM training course and complete the pre- and posttest. We designed a simulation scenario about critical patient transfer to test TRM skills with ICU members about 20 minutes. There were three instructors took Direct Observation of Procedural Skills (DOPS) to score, items were based on International Patient Safety Goals (IPSGs) and 3 minutes feedback directly. Satisfactory questionnaire would be completed after the test. There were 32 new staffs involved, including 6 physicians and 26 nurses. TRM cognitive scores had significantly improved (77 to 83, $p < 0.05$). In the simulated patient transfer scenario, the IPSGs score showed ensure safe surgery significantly higher than other items at $p < 0.05$ of Fisher's Guaranteed LSD test. Identified patient correctly and improved effective communication got lower scores. Satisfaction surveys used Likert's scale with an average score of 4.36. With simulation training, we can find young staffs get lower scores in improved effective communication, which implying that we may design more training programs to strengthen this weakness. We believe that it will promote patient safety.

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