

Appendix B: NCAL Medical Center Reports



Santa Rosa Simulation Center

Background

Kaiser Santa Rosa Medical Center's (SRO) introduction to the use of simulation as a training methodology began with Critical Event Team Training (CETT) through the regional PPSP project. Multidisciplinary team training was conducted with regional trainers and simulation equipment in labor and delivery for the purpose of improving teamwork, communication, and identification of system issues which could impact perinatal patient safety.

Regional Risk Management made the decision to expand CETT to other clinical areas outside of obstetrics. CETT trainings were held in med/surg, postpartum, pediatrics, and the emergency department. After several CETT training sessions were held, two Train-the-Trainer sessions were facilitated by Regional Risk Management to train Santa Rosa clinicians to conduct CETT training without the assistance of regional trainers. This team of local trainers included physicians, nurses, nurse managers, nurse educators, and a respiratory therapist. Regional Risk Management obtained grant funding to buy SimMan and Noelle simulators for each facility. Each facility received a family of 9 simulators. Seven SRO employees attended the 3 ½ day training for the use of the new simulators. Space was acquired to store simulators.

Objectives

Multidisciplinary team training is conducted for the purpose of improving teamwork, communication, and identification of system issues which could impact perinatal patient safety, this has seen expanded to include all departments. New nursing graduate simulations focus on development of communication skills (including SBAR), patient safety, teamwork, delegation, managing error, and providing constructive feedback on peers' performance

Approach

SRO's Continuing Medical Education Committee and the Graduate Medical Education Committee have identified simulation learning as a core strategic goal for CME. Simulation training also targets new nursing graduates to develop and practice skills in communication, teamwork, and delegation.

Status

In 2009, CETT (run by Santa Rosa trainers) were held in L&D, IMN, pediatrics, med/surg, and ED. In 2010, small pilot projects using simulation training were done with local family practice residents in the areas of managing pediatric emergencies and normal births. Based on the success of these pilot projects, simulations will now be offered to the Family Practice (FP) residents once a month in the areas of pediatrics, obstetrics, and medicine. A poster about these small pilot projects was presented at the UCSF Family Practice Colloquium in the spring of 2010. A request has been made to initiate simulation training at some of the non-Kaiser ambulatory sites where the residents receive training.

In 2010, a program for new graduate nurses on med/surg will be introduced which will incorporate simulation. These simulations will focus on develop communication skills (including SBAR), patient safety, teamwork, delegation, managing error, and providing constructive feedback on performance. A program for new graduates in the ED will be developed in 2010 and will follow a similar format.

Future

Kaiser Santa Rosa will be opening a new tower on October 10, 2010. Simulation will be used to test and refine new workflows with transition team nurses before the rest of the staff is trained. Once workflows are established, all staff members who work in the new tower will be trained using simulation on the new workflows. When the new tower opens and the ED moves into a larger space, space will be dedicated for simulation in the new ED.