

Enhancing Team Communication of Newly Graduated Nurses in United Christian Hospital (UCH) through Simulation Training Approach

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Author

CHAN YM, CHUNG HL, LEE SW, LEE KC, TANG SK
Nursing Services Division, United Christian Hospital

Presenter

Mr. CHUNG Hoi Lam
Advanced Practice Nurse, Nursing Services Division, United Christian Hospital





Background

Importance of Effective Team Communication

Effective team communication in healthcare:

- Patient safety
- Satisfactory clinical outcomes
- Better decision-making
- Effective team coordination

Poor communication:

- ✗ Workflow breakdown
- ✗ Failure to follow treatment protocols
- ✗ Incidents or medical errors



The two cases of inpatient suicide represented a suicide rate of 0.1 per 100,000 inpatient admissions, the lowest rate observed in the last three years.

Other reported SE was "Maternal death or serious morbidity associated with labour or delivery" (one case).

Among the 29 SE, three cases (two inpatient suicide and one maternal death/morbidity) resulted in mortality. Of the remaining SE, four cases resulted in major/moderate consequence and 22 cases resulted in minor/insignificant consequence.

The common contributing factors of SE are as follows:

1. Communication, knowledge/skills/competence
2. Work environment/scheduling
3. Patient factors
4. Equipment
5. Policies/procedures/guidelines
6. Safety mechanisms

Recommendations were made to address these factors.



2023 Quality and Safety Annual Report of HA



Background

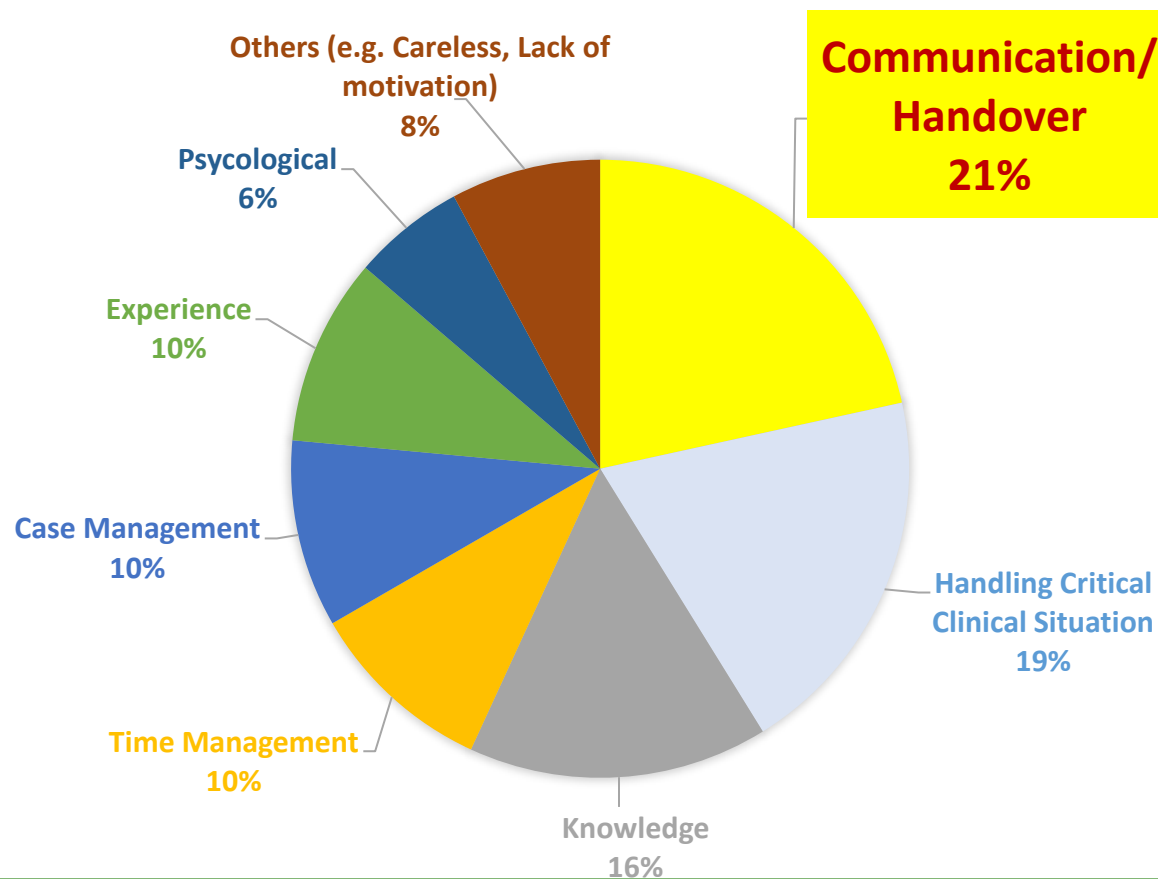
Survey for UCH new nurses in 2023

In “1st Year End Preceptees Survey (2023)” for new nurses:

Communication/ handover are the **top rated** self-perceived weakness among new nurses.

Self-perceived weaknesses in 1st year nursing experience

- ☹️ **Handover** of different cases to colleagues
- ☹️ **Handover** cases could be more organized. Could prioritize to do lists of each case more specifically when summarize cases.
- ☹️ **Handover** complicated and long case
- ☹️ **Verbal handover** of a case who has admitted for a long time with multiple organ systems failures
- ☹️ **Communication skills** and knowledge
- ☹️ 1. **Reluctant to ask for help** when needed. 2. **Unable to be assertive** if being questioned by the seniors.





Background

Perspective from supervisors

**Clinical supervisors also mentioned communication/
handover skills are the major challenges of new
nurses**



Background

Previous challenges

How nurses enhance communication in the past?

Learn through theory
and observation from
colleagues

Gain experience by
practicing in stressful
clinical situation.

Receive direct
feedback from senior

Reflect from errors
and mistakes





Objective

Facilitate new nurses to:

- Develop effective team communication skill to ensure patient safety
- Enhance clinical competence on team communication in their first year experience





Methodology

WHAT are our strategies?

- Provide a safe environment for learners to practice
 - Patient safety
 - Psychological safety of the learners
- Allow mistakes and imperfection
- Fidelity, for better engagement and adaption to real clinical situation
- Room for reflection and analysis on own mistakes



Simulation



Methodology

WHY using simulation approach?

- Apply theory into practice
- Practice without risks
- Allow learner to practice emergency situation or incidents that seldom occur
- Can control the complexity based on the level of learners
- Team dynamic training
- Debriefing session allow learner to analyze their own / others action

Also, literatures suggested that simulation based education could effectively improve communication skills in nursing clinical practice.





Methodology

WHO were involved in teaching?

Clinical Teaching Team in United Christian Hospital

Nurses received simulation-related training in UCH Clinical Teaching Team

Course	%
Simulation/ Debriefing Instructor Course	46.7%
CRM Instructor	6.7%
Simulation Training Related Workshops	16.7%

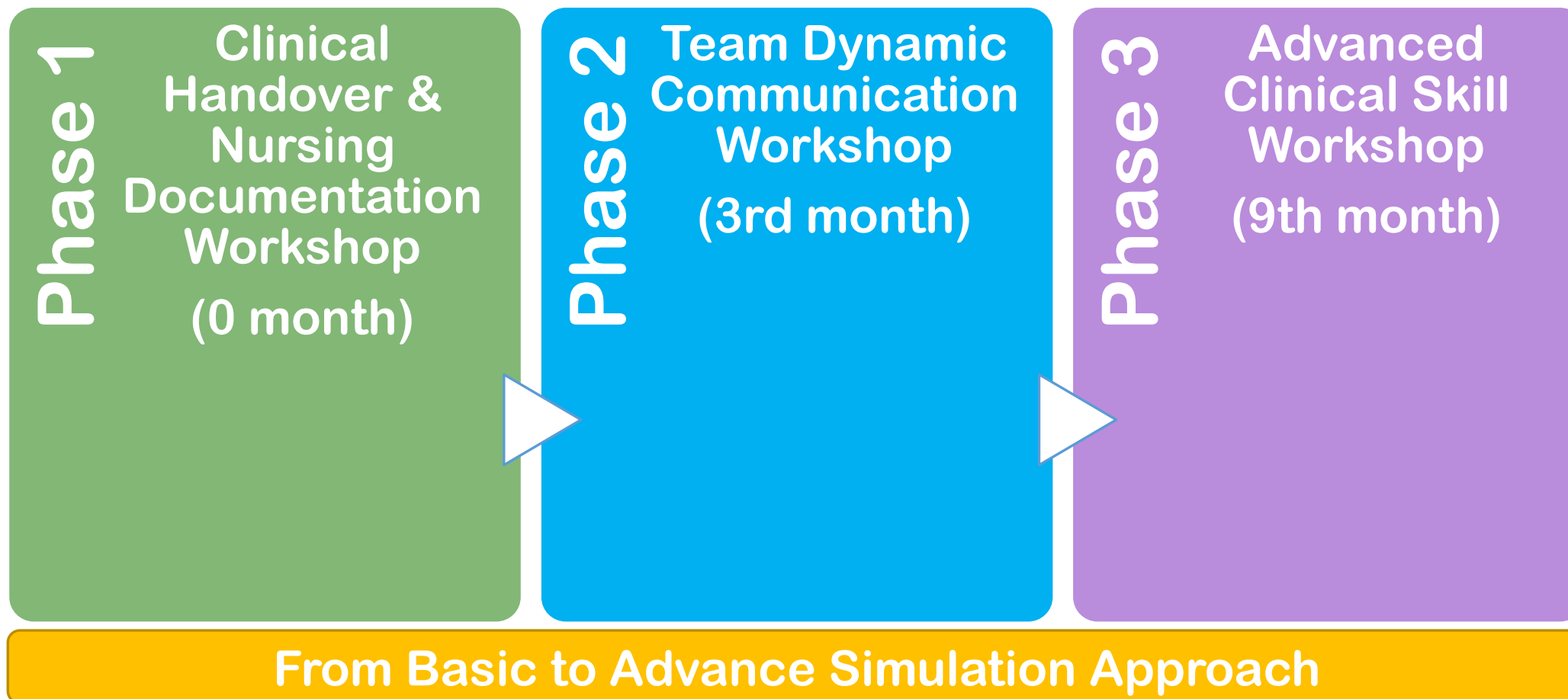




Methodology

How to execute our strategies ?

Enhancement in Orientation Program for new nurses





Phase 1

Clinical Handover & Nursing Documentation Workshop (0 month)

Mode of
learning

Classroom teaching and
simulation training

Objective

1. To guide new nurses in adopting the communication protocols (iSBAR) during clinical handover
2. To strengthen self-awareness of good handover practice.





Phase 2

Team Dynamic Communication Workshop

(3rd month)

Mode of learning

Simulation Training using Concept of Crew Resource Management (CRM)

Objective

1. To facilitate new nurse in identifying risks in clinical environment
2. To develop skills to improve patient safety and effectiveness by using the concepts of CRM





Phase 3

Advanced Clinical Skill Workshop

(9th month)

Mode of learning	Simulation training of emergency clinical situation
Objective	<ol style="list-style-type: none">1. To exercise effective communication within health care team2. To enhance experience in handling clinical emergency with team dynamic approach



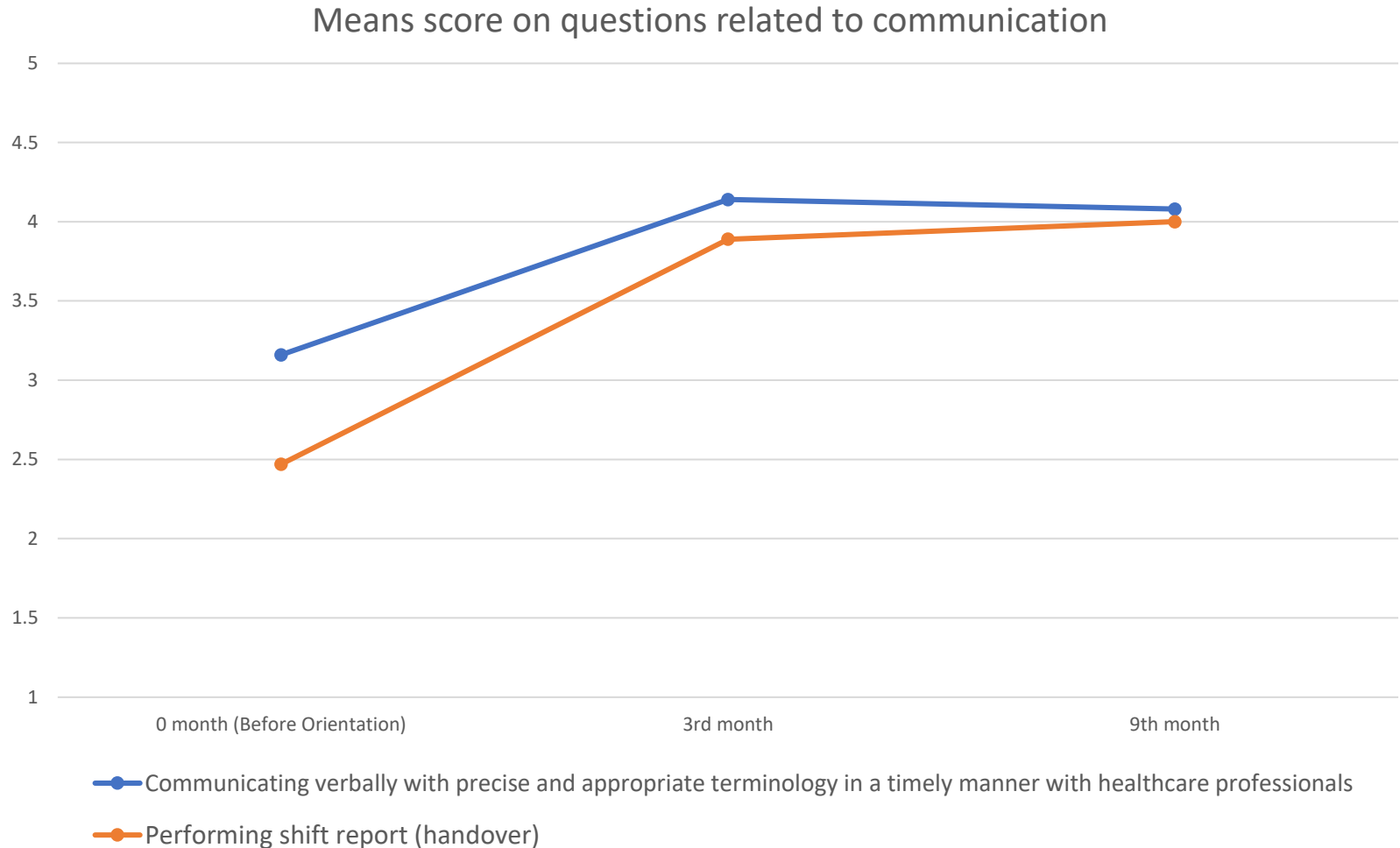
Result

Outcome Measurement on the Effectiveness



By collecting validated self-administered questionnaires:
➤ Adapted Clinical Competence Questionnaire (CCQ)

Data collected at different training phases:



Remarks:

CCQ mean score higher means higher level of clinical competence.



Result

Program feedback

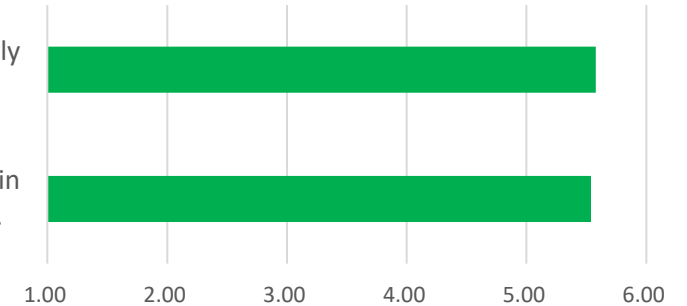
Phase 1: Clinical Handover & Nursing Documentation Workshop (0 month)

**Overall average
score:**

5.56
(by 6-point Likert Scale)

You agree that the speaker explain details clearly enough for your clear understanding.

You agree that the content of topic was useful in your personal growth or useful for your work.



Feedback from participants

- ✓ Very useful in clinical handover workshop!! Thanks^^
- ✓ Good x3
- ✓ 非常深刻!! Thx
- ✓ fruitful and informative





Result

Program feedback

Phase 2: Team Dynamic Communication Workshop (3rd month)

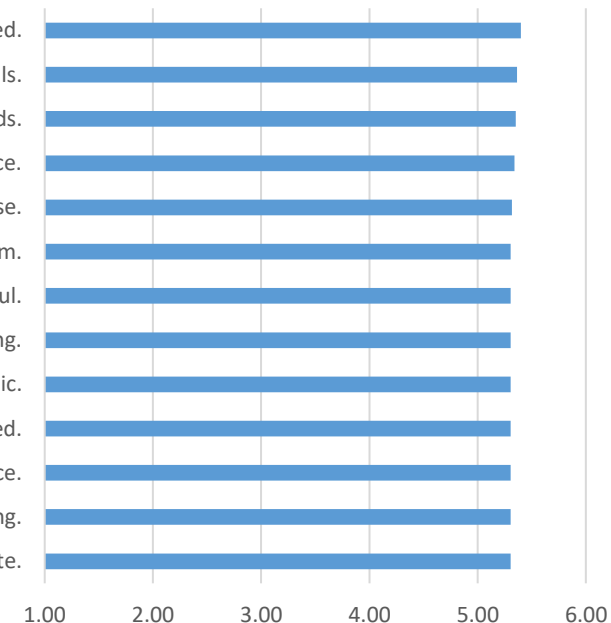
**Overall average
score:**

5.32
(by 6-point Likert Scale)

Feedback from participants

- ✓ More sessions can be provided if available, very useful and realistic
- ✓ More courses on communication plz!
- ✓ 非常深刻！！Thx
- ✓ Very fruitful and informative
- ✓ Useful realistic
- ✓ Nice experience
- ✓ Useful information for my future practice

The program is organized.
The program has achieved its stated goals.
This program met my training needs.
The program that I learned can be applied to my practice.
Trainers are of high standard and expertise.
I am overall satisfied with this training program.
Debriefing session is useful.
Scenarios are able to facilitate decision making.
Scenarios are realistic.
The course materials are well prepared.
Trainers help me understand my performance.
Trainers are effective in facilitating my learning.
Length of the course is appropriate.



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Result

Program feedback

Phase 3: Advanced Clinical Skill Workshop (9th month)

**Overall average
score:**

5.21
(by 6-point Likert Scale)

Feedback from participants

- ✓ Good teamwork is important
- ✓ Be more careful and better communication is needed
- ✓ Do not hesitate to call for help
- ✓ prepare better for unexpected emergencies
- ✓ Be fast, be calm, be assure

You agree that you are satisfied with the course as a whole

You agree that the speaker/facilitator has enhanced your learning

You agree that the course is practical/ useful

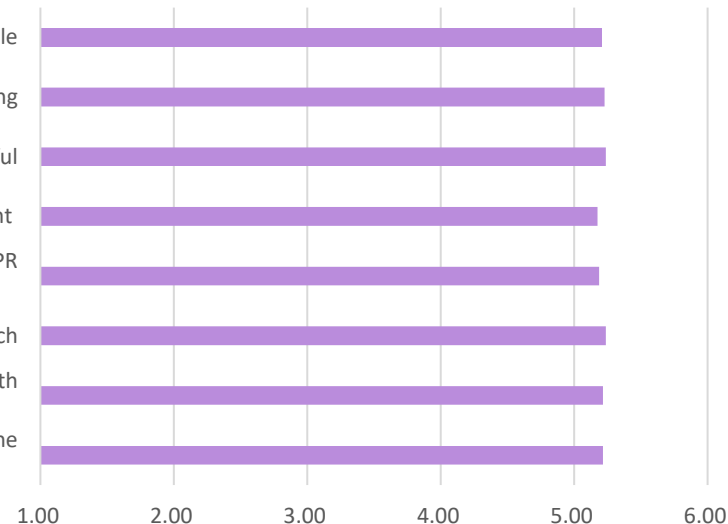
Enhanced the skills in airway management of intubated patient

Enhanced the concept of infection control and safety during CPR and critical ill transfer

Perform effective resuscitation skills with team approach

Demonstrate the effective communication skills among health care team and patient's relatives

Identify the deteriorated patient condition and carry out the appropriated nursing action



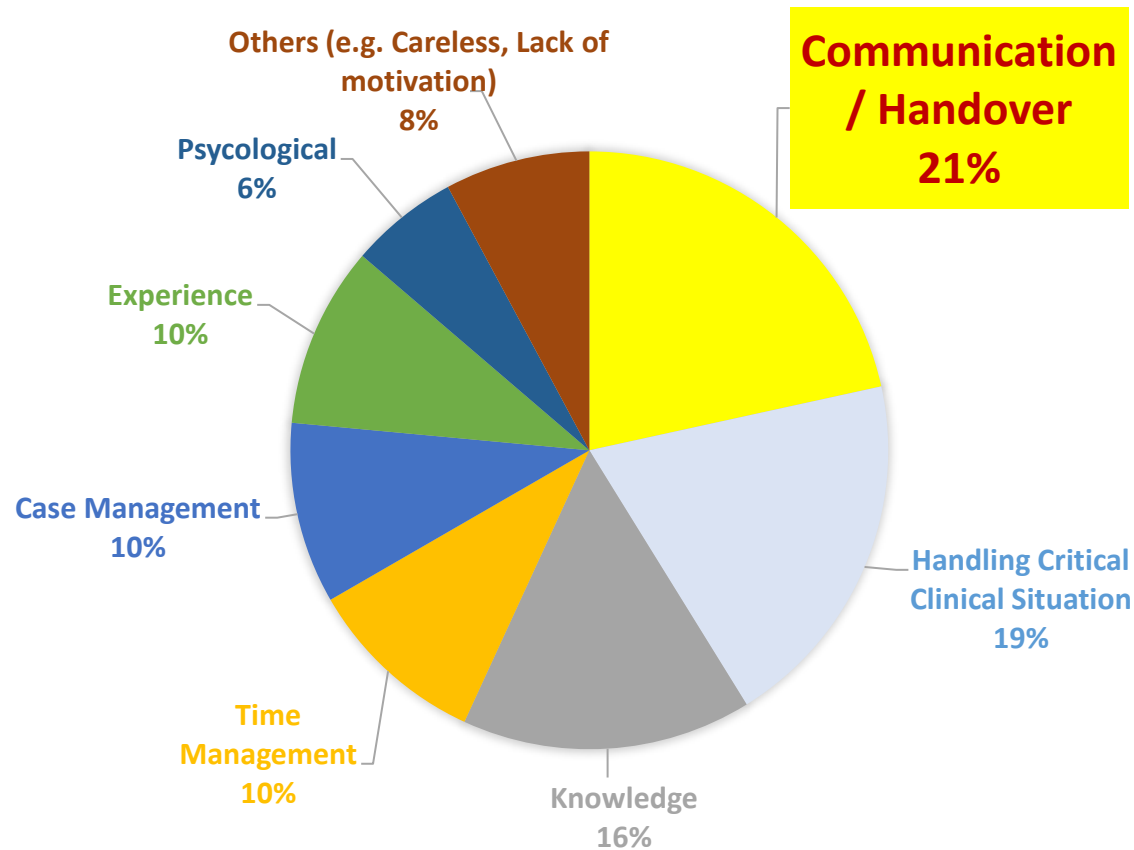
Result

Comparing the 1st Year End Preceptees Survey for new nurses in 2023 & 2024

Self-perceived weaknesses in 1st year nursing experience

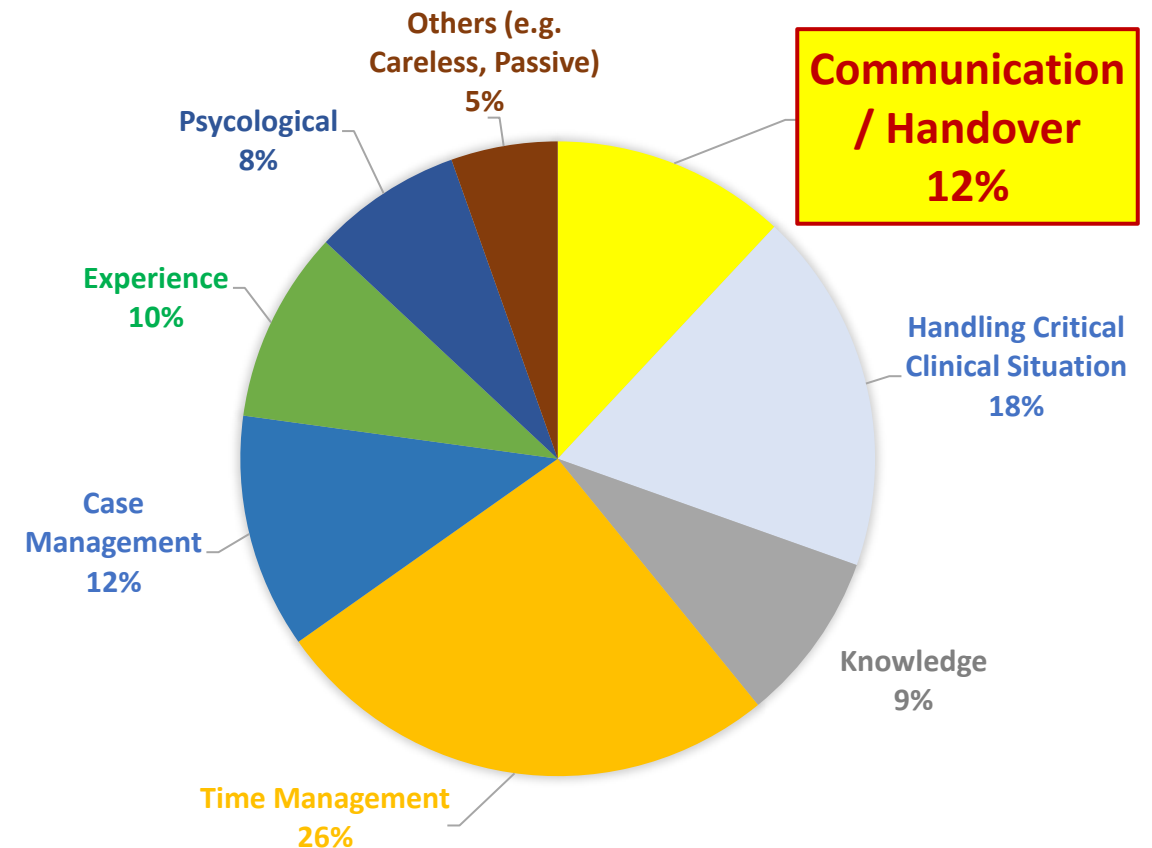
New Nurses in 2023

(Without Team Communication Training)



New Nurses in 2024

(With Team Communication Training)





Result

Survey for UCH new nurses in 2024

21.3% participants mentioned simulation as the positive element of the whole new nurse orientation program

Positive elements you experience in the orientation program for new nurse

- ✓ "Bridging courses and **simulations to clinical practice** Support from CT Team"
- ✓ **Simulation**, knowledge-based talks
- ✓ **Simulation workshop** & intensive lecture
- ✓ "**Simulation training** Helpful CT"
- ✓ **Simulation**, education on practical skills and knowledge
- ✓ Lectures from different specialists, **simulation scenarios**
- ✓ "Provide many learning opportunities, e.g **simulation training** clinical teachers can answer our questions"
- ✓ Hi touch **Sim Workshop**, support from CT
- ✓ "**sim experience**; CT coaching
- ✓ **Simulation workshop** allow us to get familiar to critical issue/ situation





Conclusion

- ✓ The simulation-based approach could enhance the self-perceived competency on team communication of new nurses in their 1st year
- ✓ Learners agreed that simulation approach could facilitate them to demonstrate effective team communication





Way Forward

- Further study for evidence on the effectiveness of the communication training
- Explore the possibility for department / specialty based simulation training for all nurses





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