USING SIMULATION TO INCORPORATE QUALITY AND SAFETY COMMUNICATION GOALS INTO A PRE-LICENSURE NURSING PROGRAM

LEARNER OBJECTIVES
1. Apply an innovative strategy to improve nursing students’ QSEN-related communication skills.
2. Use actors to promote communication skills in baccalaureate nursing students.

BACKGROUND
Our pre-licensure students had limited ability to use confident and assertive communication skills, key elements of the Quality and Safety Education in Nursing (QSEN) initiative to improve quality and safety in healthcare.

PURPOSE
Simulate common difficult communication encounters for students to practice therapeutic communication skills and increase their comfort level when conversing with families and healthcare team members.

INTERVENTION
Each student participated in three unique scenarios:
• Assertive communication
• Conflict resolution
• End-of-life communication

Standardized patients were portrayed by a senior citizen community acting group.
• Actors were coached prior to simulation and given scenario objectives

Individual communication encounters were filmed
• Students were required to watch and analyze their individual encounters immediately after simulation.

RESULTS
Students reported an increase in self-perceived confidence. The majority met performance expectations including active listening, voice tone, calmness, and resolution. Students reported high levels of satisfaction.

CONCLUSION
The simulations exposed students to a variety of difficult communication encounters to increase their confidence for future interactions. These encounters helped to reinforce the QSEN competencies including the associated knowledge, skills, and attitudes (KSAs) to improve the quality and safety of the healthcare systems within which they will work.

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