

Title: Speaking up in Emergency

Name: Tanya Boghikian
Western Health, Melbourne, Victoria, Australia

Staff that are new to the resuscitation room often state they have never received formal training of non-clinical skills such as key communication techniques. The importance of Graded Assertiveness techniques are spoken of in didactic forms of teaching, however practice of these is not conducted; yet it is expected to be practiced in high stress resuscitation situations.

After conducting a needs assessment of staff working in the resuscitation room, nurses reported not having been taught or participating in learning activities where graded assertiveness techniques was tehkey objective. These skills are currently assumed to be naturally acquired through experience and professional maturation i.e. role modelling of colleagues. However, this is not inline with evidenced based teamwork-training practice. Currently there are no formal training programs in which the curriculum is specifically targeted at training nurses in such non-clinical skills.

The Human Factor Training program aimed to provide this solution. Four interactive games were designed for staff to play in the workplace, to embed the knowledge and key terminology of certain non-clinical skills. These games were shown to translate to actual clinical practice. For example, the 'Say what?' game aided staff in learning key graded assertiveness statements and practiced the use of them during in-stu simulation scenarios. The introduction of fun, 10-minute interactive games for the nursing staff in the resus room has equipped them with a common language and skills not easily gained in the classroom setting. This has lead to increased confidence in the resuscitation environment and has contributed to patient safety.

Biography

Tanya has been a registered nurse for nine years. Having had broad-based training across the acute specialties she has settled on a career in emergency nursing. Fascinated by the diverse patient population within emergency departments and the high fidelity environment in which the teams treat this patient cohort, she became interested in the human factor elements behind the clinical skill and how we can improve as a team ultimately to improve patient care. Tanya is motivated to continue to devise new games to make education in critical care as interactive and convenient as possible. Tanya has started a blog realhumanfactors.com where the interactive games will soon be available for all healthcare workers to access.

Presenting author details

Full name: Tanya N. Boghikian
Contact number: +61400119290
Twitter account: @TanyaNBoghikian
Category: Oral presentation