Playing Serious Games: Human Factor Training Within the Emergency Department

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Abstract

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, role clarity or leadership strategies; 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 infrequent mention of these non-clinical skills in didactic educational sessions and decreased retention of what was mentioned. These skills are currently assumed to be naturally acquired through experience and professional maturation i.e. role modeling 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 'Heads Up' game aided staff in learning and then revising various role responsibilities in a resus. 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 at work and an improved culture of teamwork.

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.

HUMAN FACTORS
PLAYING SERIOUS GAMES



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Recent Conference Presentations

1. 'Human Factor Training for High Fidelity teams within the Emergency Department' at the 5th Social Media and Critical Care (SMACC) Conference Sydney, March 2019

2. 'Human Factor Training for High Fidelity teams within the Emergency Department' at the 16th International Conference for Emergency Nursing, Melbourne, October 2018