



TTPSS

TAG TEAM PATIENT
SAFETY SIMULATION



DELIVERING COMPREHENSIVE CARE

**Observe and provide feedback
about how the RNs:**

Ask questions about Nasifah's
previous life experiences.

CUE CARD



DELIVERING COMPREHENSIVE CARE

**Observe and provide feedback
about how the RNs:**

Seek to understand the
decision-making approach
used in Nasifah's family.

CUE CARD



DELIVERING COMPREHENSIVE CARE

**Observe and provide feedback
about how the RNs:**

Assess Nasifah's attitude
to her illness.

CUE CARD



DELIVERING COMPREHENSIVE CARE

**Observe and provide feedback
about how the RNs:**

Assess Nasifah's cultural
beliefs and values.

CUE CARD



COMMUNICATING SAFETY

**Observe and provide feedback
about how well the RNs:**

Develop a therapeutic relationship
with Nasifah.

CUE CARD



COMMUNICATING SAFETY

**Observe and provide feedback
about the RNs:**

Use of non-verbal
communication techniques.

CUE CARD



COMMUNICATING SAFETY

**Observe and provide feedback
about the RNs:**

Use of verbal communication
techniques.

CUE CARD



COMMUNICATING SAFETY

**Observe and provide feedback
about how well the RNs:**

Include Nasifah's son and/or
daughter in the conversation.

CUE CARD



PARTNERING WITH CONSUMERS

Observe and provide feedback about how the RNs:

Work in partnership with Nasifah (and her family) by including them in decisions and plans related to her healthcare.

CUE CARD



PARTNERING WITH CONSUMERS

Observe and provide feedback about how the RNs:

Respond to questions asked by Nasifah or her family.

CUE CARD



PREVENTING AND CONTROLLING HEALTHCARE ASSOCIATED INFECTION

**Observe and provide feedback
about how the learners:**

Educate Nasifah (and her family)
about infection control practices.

CUE CARD



PREVENTING AND CONTROLLING HEALTHCARE ASSOCIATED INFECTION

**Observe and provide feedback
about how the learners:**

Attempt to prevent health care
associated infections.

CUE CARD



DELIVERING COMPREHENSIVE CARE

ACTION:

RN 1 – Tell your mentor that you have never undertaken a cultural assessment before and are not sure what to do.



DELIVERING COMPREHENSIVE CARE

ACTION:

RN 2 (Mentor) – Tell RN 1 to hurry up as that there is no time for a detailed Q&A session today as you a lot of other patients to see.



DELIVERING COMPREHENSIVE CARE

ACTION:

Family member – Ask why this cultural assessment is necessary and why the RN is prying into their personal beliefs.



COMMUNICATING SAFETY

ACTION:

RN 2 (Mentor) – Tell the RN 1 to focus on Nasifah's illness rather than asking about her previous experiences.



COMMUNICATING SAFETY

ACTION:

RN 2 (Mentor) – Tell RN1 to speak directly to Nasifah's son or daughter as Nasifah won't be able to understand you.



COMMUNICATING SAFETY

ACTION:

Nasifah - Tell RN1 that you don't understand why they keep asking so many personal questions.

ANTAGONIST CARD

Sim 4 Scen 1



PARTNERING WITH CONSUMERS

ACTION:

RN2 – Tell RN1 that they should not provide too much information to Nasifah as it will frighten her.



PARTNERING WITH CONSUMERS

ACTION:

RN1 - Ask the family members to leave the room as the information you are providing to Nasifah is confidential.



PREVENTING AND CONTROLLING HEALTHCARE ASSOCIATED INFECTION

ACTION:

RN2 (Mentor) – Tell RN1 that hand hygiene is not required in community settings.



PREVENTING AND CONTROLLING HEALTHCARE ASSOCIATED INFECTION

ACTION:

RN1 – Ask RN2 whether transmission-based precautions are needed for Nasifah.