



**TTPSS**

TAG TEAM PATIENT  
SAFETY SIMULATION



## 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



## DELIVERING COMPREHENSIVE CARE

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

Ask questions about Nasifah's  
previous life experiences  
and how they are influencing  
her current situation.

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



## 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 well how the RNs:**

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

CUE CARD



## COMMUNICATING SAFETY

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

Communicate and interact  
with each other.

CUE CARD





## COMMUNICATING SAFETY

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

Use verbal communication  
techniques.

CUE CARD



## COMMUNICATING SAFETY

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

Use non-verbal communication  
techniques.

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 cultural assessments are a waste of time.





## DELIVERING COMPREHENSIVE CARE

### ACTION:

**Family member** – Ask why the RN is prying into their personal beliefs.



## DELIVERING COMPREHENSIVE CARE

### ACTION:

**Patient's daughter** – Tell the RNs that your mother is refusing to take morphine for pain as it contains alcohol.



## COMMUNICATING SAFETY

### ACTION:

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



## COMMUNICATING SAFETY

### ACTION:

**RN 2 (Mentor)** – Tell RN 1 to speak directly to Nasifah's son or daughter as Nasifah won't be able to understand you.



## COMMUNICATING SAFETY

### ACTION:

**Nasifah** – Tell RN 1 that you don't understand why they keep asking so many personal questions.



## COMMUNICATING SAFETY

### ACTION:

**RN2 (Mentor)** – Tell the patient and her family that she must take the morphine prescribed otherwise she may need to be admitted to hospital when she has pain.



## PARTNERING WITH CONSUMERS

### ACTION:

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



## 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.