

Does simulation-based training increase perceived confidence and ability to address demanding communication situations within critical care?

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Introduction

Evaluate the effectiveness of using simulation-based communication scenarios to improve critical care nurses perceived ability and confidence to communicate in difficult situations

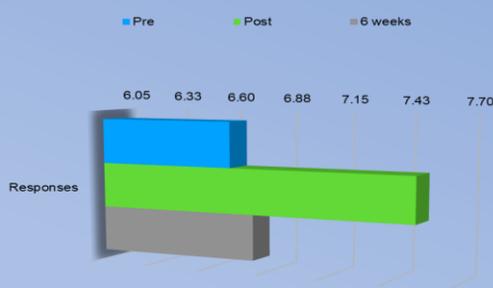
Method

Sample: fourteen (Band 5 and Band 6) critical care nurses

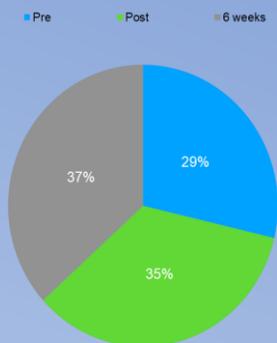
Design: a questionnaire filled out pre, immediately post and six-weeks post simulation measuring perceived confidence in three difficult situations: escalating concern, next-of-kin (NOK) communication and colleague interaction

Results

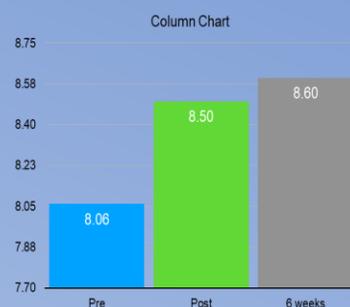
When you have an interaction with a colleague which leaves you feeling uncomfortable, upset or the decision may impact on the patient's safety. How confident are you in having a conversation with that colleague directly?
(One is not confident and ten is very confident)



From a scale of 1 to 10, how confident do you feel when updating a NOK, either face-to-face or over the phone?
(One is not confident and ten is very confident)



From a scale of 1 to 10, how confident do you feel in "escalating a concern"?
(One is not confident and ten is very confident)



Conclusions & Key Points

- Confidence scores remained high six-weeks post simulation in communication with NOK and escalating a concern
- Difficult communication with a colleague had the lowest score post six-weeks post simulation
- Simulation-based training is an effective method to increase critical care nurses perceived ability to communicate
- Improving confidence to communicate is essential for patient-centred nursing practice

Full abstract



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