

# SIMULATION EXERCISE SCRIPT

## Step #1

Ask for 20 volunteers from the audience

## Step #2

Ask the volunteers:

1. Who likes to throw parties?
2. Who is good at logistics?
3. Who likes sports?

Choose from the people who raise their hand.

## Step #3

Ask for 3 people to coach the game (distracters).

1. Direct them to assistant for instructions. (Huddle Concept)

## Step #4

Ask for an observer in addition to ALLIE.

## Step #5

Ask the remaining volunteers to form a circle in front of the audience.

## PRE-PROCEDURE CHECK IN

### Step #1 – Patient identification

Ask the “party” person to:

1. Chose a date including the year to hold a party
2. Chose a favorite place to hold a party
3. Have the “party” person whisper to each volunteer in the circle the date and place.
  - a. The “party” person returns to the circle of volunteers.

### Step #2 – Equipment, devices, implants

1. Hand the list of game items to the “logistics” person who will retrieve items from the bag which is located in the center of the volunteer circle:
  - a. Beach ball
  - b. Kick ball
  - c. Yellow squeaker tennis ball - Regulation size
  - d. Balloon
  - e. Basketball – Regulation size
2. “Logistics” person retrieves the items and randomly hands them out to the volunteers.
  - a. The “logistics” person returns to the circle of volunteers.

### Step #3 – Surgical Procedure

Give the following instructions to the athlete:

1. Move to the circle where volunteers are holding the props.
2. Ask him/her to announce to the volunteers that they are going to be playing a game of “HANDOFF”
3. Moderator to demonstrate to the athlete how to “HANDOFF” the props.
  - a. Bounce the kickball once before passing
  - b. Squeak the tennis ball twice before passing
  - c. Turn around once then hand the beach ball off with two hands to the next person.
  - d. Toss the basketball 32 centimeters or one foot in the air before handing to the next person.
  - e. Handle the balloon by the tied end only when passing to the next person.
4. The athlete will do a repeat demonstration with each prop, will then return to the circle of volunteers.

Step #4 – Identification of surgical site laterality

1. Project the slide of the vacation destinations
2. Ask volunteers to raise their hand as to which vacation destination they prefer - Malibu or Martha's Vineyard
  - a. Use the words "right" and "left" when discussing the slide

Step #5– Marking of the Surgical Site

1. Borrow kickball from the volunteer and autographed your initials with chalk.
2. Once autographed (marking the surgical site), toss the kickball back to the volunteer – ask him/her to bounce the ball 15 times to make sure it bounces and is in working order (idea is to wear the chalk off and check for equipment readiness).

**ANNOUNCE: OK, before we get started with the game, there are a few more details.....**

## Sign In

### Step #1 – Confirmation of patient identity

1. Ask one of the volunteers to repeat the “party” person’s date and place of the party.

### Step #2 – Confirmation of Procedure

1. Ask one of the volunteers to confirm the name the game about to be played.
  - a. Volunteer’s response should be “HANDOFF”

### Step #3 – Confirmation of Site

1. Ask the person holding the kickball if the autograph is readable on the ball.

### Step #4 – Confirmation of Laterality

1. Ask one of the observers which vacation scene was the most popular by the show of the volunteer’s hands.

### Step #5 – Allergies

2. Ask the audience who has summertime allergies?
  - a. Comment, “Just Checking”

### Step #6- Airway Assessment

- a. Ask the volunteer holding the tennis ball to throw the ball through the hula hoop and try to hit the Rolling Stones Lips and Tongue picture while the hula hoop is in motion.

# Time-Out = GAME TIME

## Step #1 – Introduction of Team Members

1. The sixteen volunteers should be in a circle.
2. Have each member state their **first** name, where they are from and their job role.
  - a. May want to consider skipping a few individuals to demonstrate how it feels to be excluded and not considered an important member of the team by the “surgeon”.
3. Ask the volunteers to chat with the person next to them to find out as much about the each other as possible.
  - a. Exercise time: 1 minute
4. Request the volunteers to stand motionless and silent for 30 seconds.
  - a. Project the Royal Foot Guard Slide . “Like this....”
  - b. The distracters enter the circle and begin walking around the volunteers trying to make them move, smile or say something.

## Step #2 – Confirmation of patient identity

1. Ask a different volunteer to state the “party” person’s date and place for the party.

## Step #3 – Confirmation of site

1. Ask the volunteer holding the kickball if the autograph is visible.

## Step #4 - Confirmation of Procedure

1. State a different name of the game as “Handshake “instead of “Handoff”. Ask a volunteer to confirm what you just stated. See if someone picks up on the incorrect name and Stops The Line!!
  - a. Project the “Challenge Slide”
  - b. Using the “Two Challenge Rule” engage the volunteer based upon their answer to the name of the game

## Step #5 – Relevant images Properly Labeled and Displayed

1. Project “ process map” slide on the screen
2. Discuss process map

## Step #6 – Equipment Concerns

1. Ask the following questions:
  - a. Is the balloon inflated? Repeat back the answer
  - b. Does the tennis ball squeak? Repeat back the answer
  - c. Does the kickball bounce? Repeat back the answer
  - d. Ready to toss the basketball into the air? Repeat back the answer
  - e. Is there anything else we need?
    - i. Assistant introduces a new prop to a team member without instructions

## Step #7 – Anticipated Critical Events - AKA Game rules for the “HANDOFF”

### **ANNOUNCE To Volunteers and Audience:**

**“Let’s review the directions on how to HANDOFF the balls and balloon” (additional directions have been added)**

1. Pass the props clockwise when instructed to do so.
2. Bounce the kickball once before passing
3. Squeak the tennis ball twice before passing
4. Turn around once before handing the beach ball with two hands to the next person.
5. Toss the basketball one foot in the air before handing off.
6. Handle the balloon by the tied end only when passing to the next person.
7. Hand the balls gently; please do not throw the ball to the next person.
8. Please do not drop the balls or balloon – if dropped you will be excused from the game.
9. **Have a volunteer repeat back the directions –**
  - a. **Represents Critical Language Skills– Clarity for team members**
10. Exercise will last 5 minutes

## Step #8 – Preop antibiotics

1. Prior to starting the game, hand a volunteer a small glass of water. Ask if they are allergic to water before they drink it. Then ask volunteer to drink it.

## Step #9 – Equipment needs

1. Do we have all the equipment we need?
  - b. Assistant introduces a new prop to a team member- No instruction given on what to do with the prop

# Simulation Exercise begins

Step #1 – Begin passing the balls and balloon clockwise.

Step # 2 – Leadership (MARLIES) will begin walking around the outside of the circle to ask if anyone needs help.

1. Purpose – Conduct “Leadership Walk Arouds”

Step#3 – Moderator will grab the balloon within a few seconds of the exercise starting and pop it. (Mimics equipment failure).

1. The passing of the props will cease.
2. Instruct the person who had the balloon to get a new balloon, blow up the balloon and get it back in motion. The person will not know where to get the new balloon.
3. Within a few seconds, the assistant will offer a new, deflated balloon which has man-made pin holes in it.
4. The volunteer will attempt to blow it up and not be able to due to the holes which are microscopic. (Another equipment failure)
5. Second assistant (REBECCA) saves the game by handing the volunteer a new balloon (teamwork) and the exercise resumes.

Step 4 – Distracter interventions after the balloon exercise

1. The distracters will begin weaving in and out of the circle trying to break the concentration of the volunteers passing the ball using phrases such as, what is for dinner tonight, what did you do over the weekend, is it going to snow today.
2. One distracter will grab the basket ball away from the volunteer and hold onto it. The exercise will temporarily stop.
3. Moderator will have a “Crucial Conversation” and negotiate with the distracter in order to get the ball back into the game and into motion.

Step 5 - At the fourth minute of the exercise – project the “Stressed Yet?” slide

# SIGN-OUT

## Step #1 - Name of Operative Procedure

1. Ask a volunteer what the name of the game was.
  - a. Answer: HANDOFF

## Step #2 – The completion of the sponge, sharp and instrument counts.

1. Ask the team, do we have all the game props accounted for?
  - a. "Logistics" person will read the Prop list out loud.
  - b. The added props are not on this list. Someone should pick up on this and mention the two props that were added during the exercise.

## Step #3 – Specimens identified and labeled

1. Ask a volunteer to reach into the box and remove the first item touched.
2. Ask the volunteer to describe the item
3. Moderator demonstrates the "Reframing Technique".

## **Debrief with volunteers , observers and audience**

What was the purpose of the “party “person sharing the date and place of the party with each volunteer?

Answer: To be sure we had two identifiers for the patient and everyone knew we had the correct patient

In the real life OR, what function did the “logistics” person play?

Answer: Circulating and scrub nurse - to have all supplies, equipment organized and ready for the surgical case.

Did he/she succeed? Yes or No. If no, why not?

What did the athlete do for the team?

Answer: Education: Oriented and taught the skill set needed for team members to handoff the props safely.

Did you witness any positive deviance? Reminder: Positive Deviance = “Individuals exhibit variation, and this variation is a gold mine for thinking of ways to change your group’s practices and culture.” Reference: Culture Change Toolbox.

What was the purpose of the beach slide?

Answer: To identify surgical site laterality

Statement by Moderator:

Let’s refer to the autographing of the kickball. The purpose was to mimic the marking of a surgical site. The athlete was asked to bounce the ball 15 times prior to the game in the attempt to wear off the chalk so the site marking was not legible at the time of the time-out.

Why were the volunteers asked multiple times to confirm the name of the game?

Answer: To confirm with more than one person that the correct game was being played (correct surgical procedure was being performed).

**Open –Ended Questions to volunteers and audience:**

At the beginning of the simulation, what was the advantage of the volunteer introductions?

Open discussion.

What was the purpose of the volunteer drinking the water?

Answer: Preop antibiotic administration

What was Marlies's role in the game?

Answer: Conduct Leadership Walk-Arounds

The popping of the balloon was analogous to what in the OR?

Answer: Equipment Failure

How did the volunteer handle it? What emotions did the other volunteers experience during the downtime while another balloon was being readied?

Let's talk about when the distracter takes the ball and refuses to participate in the game.

Discuss concept of disruptive behavior

Discuss Crucial Conversations and negotiation skill set.

Discuss reframing technique in association with the volunteer removing the object from the box.

**FINAL QUESTION:**

Do you think if you were a patient and witnessed this exercise, would you feel safe in their care?

# **LIST OF GAME PROPS**

Please gather the following props from the bag in the center of the volunteer circle:

**Beach Ball – One**

**Kick Ball – One**

**Yellow Tennis Squeaker Ball – Regulation size – One**

**Balloon – One**

**Basket Ball – Regulation Size – One**

Please randomly hand out the props to the volunteers.

**Thank you very much for your participation!**

# Distracter Questions

The purpose of a distracter is to divert the volunteer's attention from performing the task which is assigned by the moderator. The below questions and actions are samples of what you can say or do.

## Sample questions to ask volunteers

What is for dinner?

What did you do over the weekend?

Is it going to snow today?

How many chickens do you own?

What is red, green and eats rocks?

What is 2 plus 2?

Did you eat your Wheaties today?

Who won the Stanley Cup this year?

Actions:

Dance in front of the person.

Make funny faces at the person

No physical contact is allowed.

**Thank you very much for your participation!**

