

Title: Excellence in Telehealth Training Through Simulation
The Application of SimZones

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- INTRO**
- Need Based
 - Single & Double Loop
 - Experiential Learning
 - Assessment & Evaluation
 - SimZones
 - SafeContainer
 - Intentional Debriefing
 - Feedback & Evaluation

- METHODS**
1. TeleOSCE Session Assessment
 - Standardized Patient Feedback
 - Faculty Feedback Checklist
 2. Session Evaluation
 - Participant Surveys (pre,post, follow up)
 - Data analysis & Interpretation (IRB study & PQI project for CME Credit)

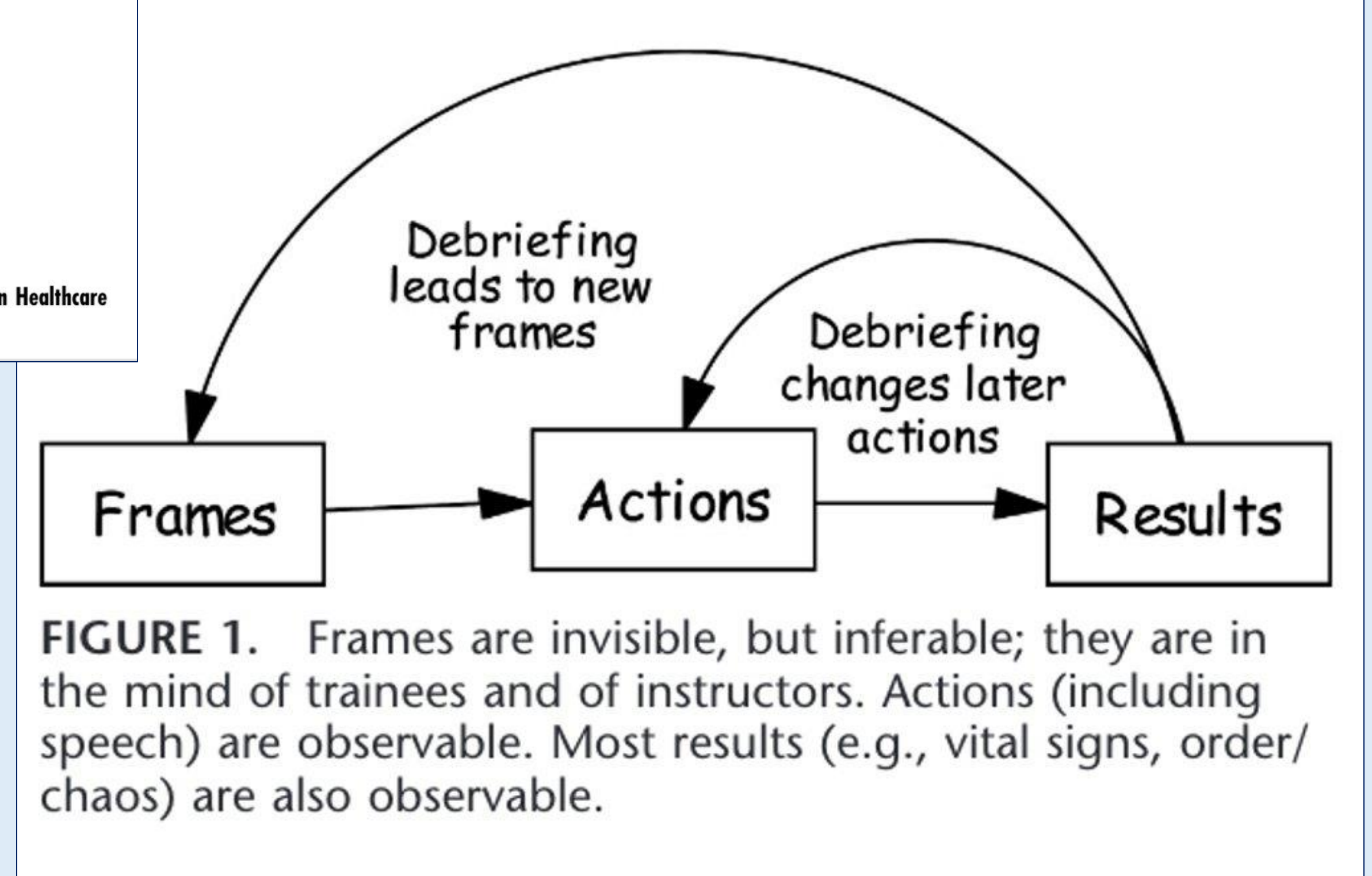
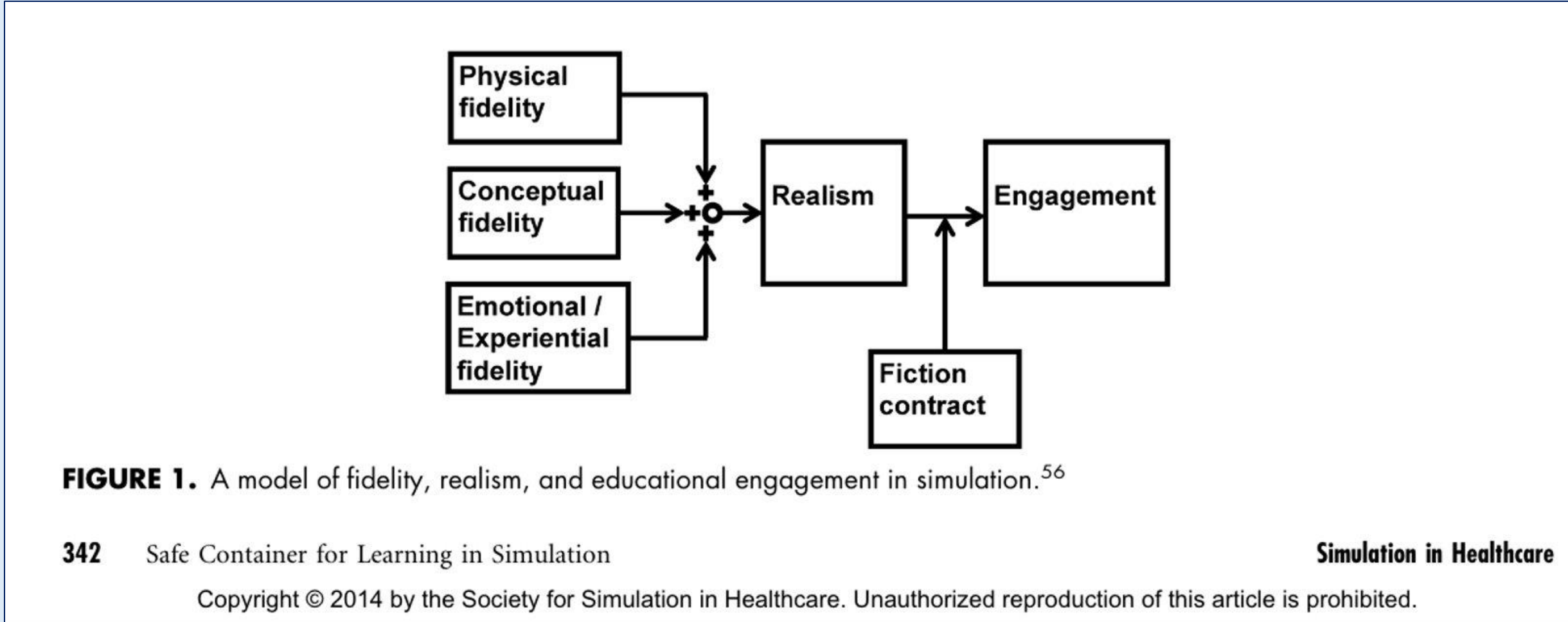
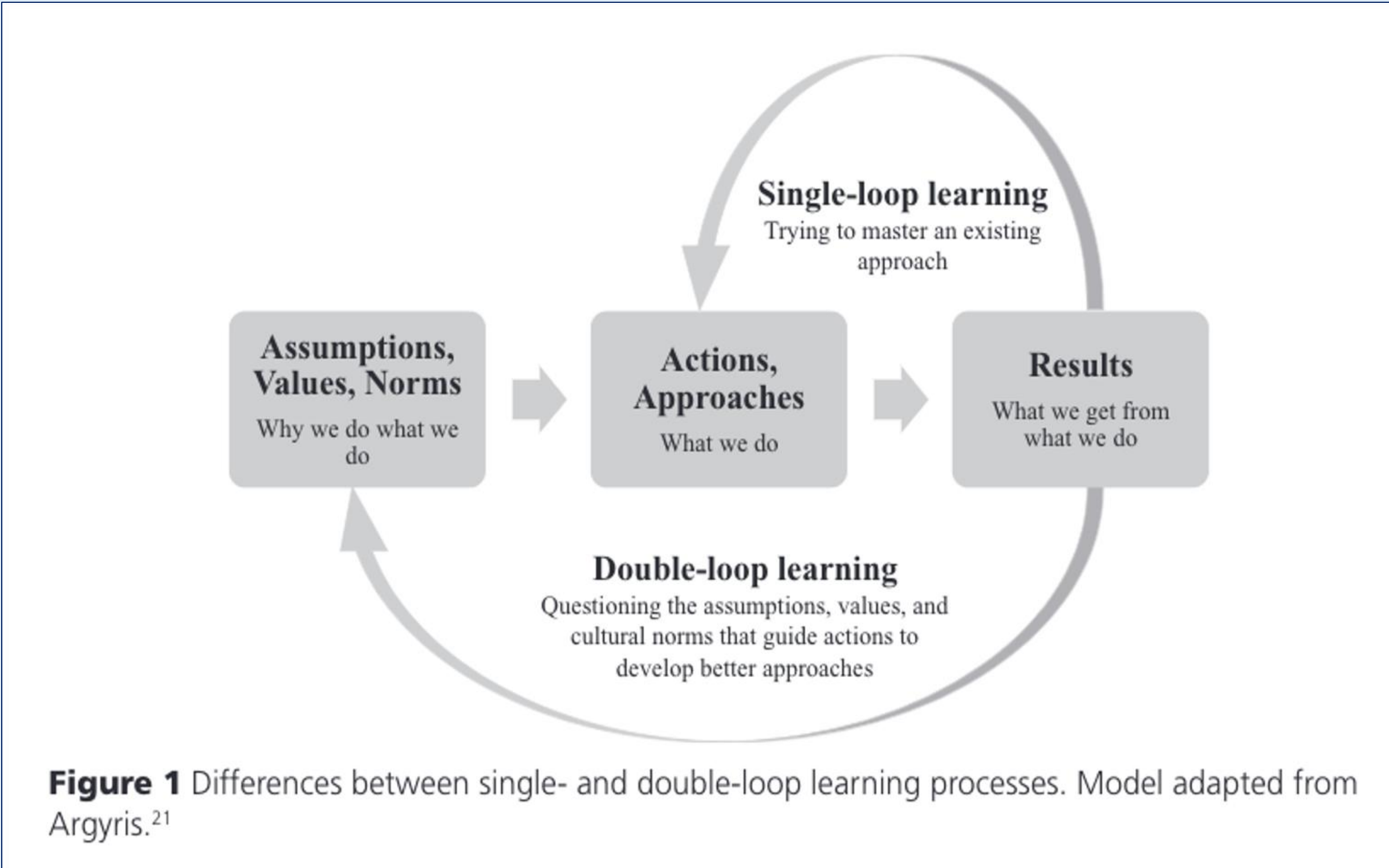
- RESULTS**
- Engaged Learners
 - Eye opening
 - Warm Handoff Value
 - Faculty & Program buy-in
 - CME workshop scheduled

DISCUSSION

- Future Directions

EXCELLENCE IN TELEHEALTH
 EXPERIENTIAL LEARNING PROJECT PLAN

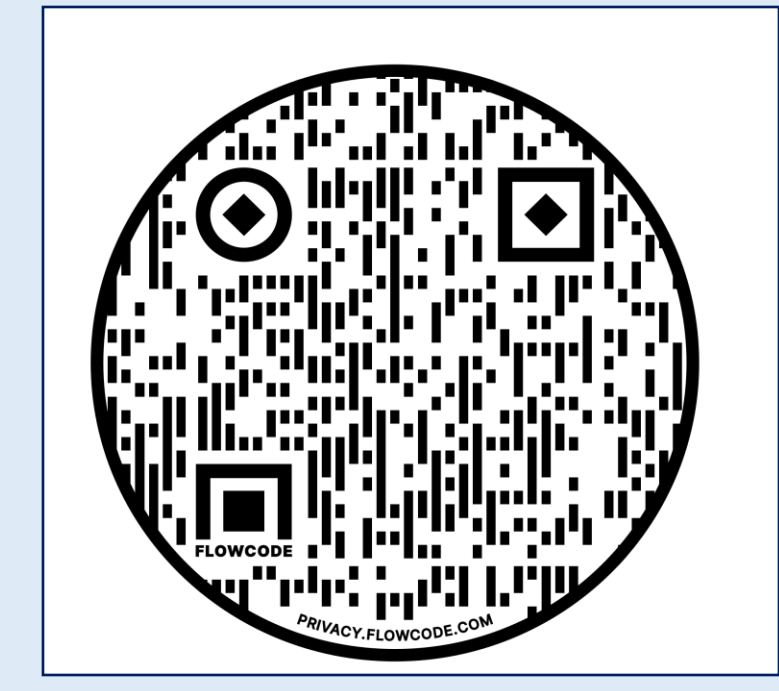
- ZONE 0 - AUTO-FEEDBACK**
MULTIPLE INSTRUCTIONAL MODULES
- Technology & Setup
 - Logistics of scheduling telehealth patients & accessing appointments
 - Virtual communication & physical exam skills
 - Interprofessional warm handoff
 - Self-Assessment
- ZONE 1 & 2 - FOUNDATIONAL & ACUTE SITUATIONAL INSTRUCTION**
3 BRIEF EXPERIENTIAL ACTIVITIES
- Access & and setup for the encounter, and overcome connectivity issues.
 - Navigate a telehealth encounter using clinical and communication skills
 - Perform a telehealth warm hand off, including huddles, with a team member.
- ZONE 3 - TEAM & SYSTEM DEVELOPMENT**
SIMULATED TELEHEALTH ENCOUNTER
- Navigate communication barriers & connection issues in a telehealth encounter with an interprofessional team.
 - Assessment & feedback on skills after telehealth encounter
 - Intentional Debrief following the encounter
- ZONE 4 - DEBRIEFING & DEVELOPMENT**
CLINICAL TELEHEALTH ENCOUNTER
- Debrief with IP team member following telehealth encounters
 - Assessment & feedback on skills during telehealth encounters
 - Navigate communication barriers in a telehealth encounter
 - Follow-up plan for tech issues/barriers



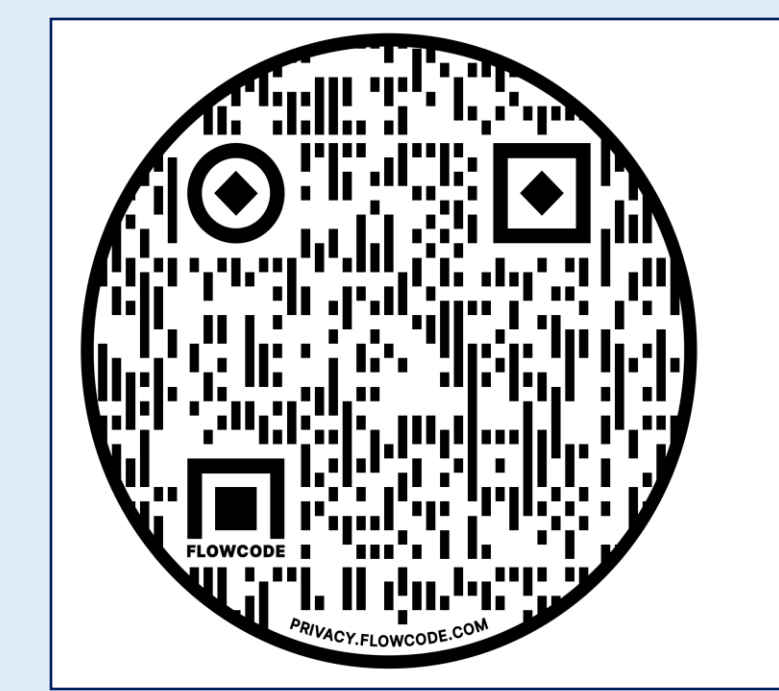
	Zone 0 Auto-Feedback	Zone 1 Foundational Instruction	Zone 2 Acute Situational Instruction	Zone 3 Team and System Development	Zone 4 Real Life Debriefing & Development
Learners and Goals	Individual Learners	Partial Team (w/Role Playing)	Full, Native Team (No Role Playing)		
	Learning Procedural Skills, Developing Proficiency ("How?"/"What?")		Building Shared Understandings ("Why?") and Innovating Solutions		
	Hybrid Learning*				
Clinical Signal and Noise	Isolated Clinical Content	Complex, Embedded, Clinical Content			
	Less Distraction	More Distraction		Authentic Distraction	
Action and Debriefing	Pause/Correct	Uninterrupted Action	Native Behavior	Post-Event Debriefing	
	Automatic Feedback	Instructor Provides Mastery Feedback, Teaching		Facilitator Guides Positive Reflection and Development	
	Hybrid Learning*				
Examples	Auto-Feedback Skills Practice Virtual Reality Skills Practice	Procedural Skills Workshops Clinical Orientations	Mock Codes Acute Situational Training	Crisis Team Training & Development Cross-Speciality System Development Human Factors Development	

*Hybrid learning encompasses elements of multiple zones to meet learning objectives
 Figure 2 SimZones framework that guides all course development and delivery at the Boston Children's Hospital Simulator Program, 2015-present.

- PROJECT TRAINING TIMELINE with Sim Zones**
- Pre-Survey
 - 3 Baseline TeleOSCE
 - 0 Online Training Module
 - 1 2 Virtual Skills Workshop
 - 3 Final Simulated TeleOSCE Session
 - Post-Training survey
 - 4 Clinical Telehealth Encounter Assessment
 - Follow-up Survey



Example of TeleOSCE & Skills Workshop Trainee "Chart" Websites Provided the Second Screen for Trainees to Manage



Take a picture to download