

Standard Patients on Labor and Delivery

Amy B. Smith PhD

Lehigh Valley Health Network, amy_b.smith@lvhn.org

Melissa Walsh BS

Lehigh Valley Health Network, Melissa_B.Walsh@lvhn.org


Kristin Friel MD

Lehigh Valley Health Network, Kristin.Friel@lvhn.org

Meredith Rochon MD

Lehigh Valley Health Network, Meredith_L.Rochon@lvhn.org

Follow this and additional works at: <http://scholarlyworks.lvhn.org/education>

 Part of the [Curriculum and Instruction Commons](#), [Educational Administration and Supervision Commons](#), [Medical Education Commons](#), and the [Obstetrics and Gynecology Commons](#)

Published In/Presented At

Smith, A., Walsh, M., Friel, K., & Rochon, M. (2010, June). *Standardized patients on labor and delivery*. Presented at: The 9th Annual Conference of the Association of Standardized Patient Educators, Baltimore, MD

This Poster is brought to you for free and open access by LVHN Scholarly Works. It has been accepted for inclusion in LVHN Scholarly Works by an authorized administrator. For more information, please contact LibraryServices@lvhn.org.

Standard Patients on Labor and Delivery

Amy B Smith, PhD¹; Melissa Walsh, BS¹; Kristin Friel, MD²; Meredith Rochon, MD²

¹Division of Education, ²Division of Obstetrics & Gynecology
Lehigh Valley Health Network, Allentown, Pennsylvania

Background:

- Education on the Labor and Delivery (L&D) Unit incorporates Standardized Patients (SPs) and Simulation for teaching and assessment.
- Goal: enhance patient safety.
- Practicing emergency situations in situ through simulation enhanced with SPs better prepares the care team for real life clinical encounters.

Resident Assessment:

- Standardized patient scenarios have been developed and implemented to assess resident's performance in explaining and acquiring patient consent.
 - The patient presents for induction of labor and appears anxious.
 - The SP has been trained to question the resident about the induction process and complications.
 - The sessions are videotaped.
 - The SP and faculty complete a checklist and provide feedback while watching the videotaped encounter.

Acquiring Patient Consent



Interdisciplinary Education:

- Standardized patients are incorporated into interdisciplinary simulation-based education. Standardized patients play the role of the patient, family members, and friends. The interdisciplinary teams consist of physicians, residents, medical students, nurses, and technical partners.

A husband and wife present on the L&D Unit. During triage fetal decelerations are detected and the wife is taken for an emergency cesarean section. The team's challenge is to activate appropriate team members while addressing the mother, baby, and husband. The SP's challenge is to realistically show concern for the unborn baby, ask for information from the staff, observe the reactions of all present in the room, and accurately recall the behaviors and emotions and provide feedback. After the encounter, the team debriefs and feedback is shared from all team members including the SPs.

Outcomes:

- We have identified several system issues including communication and equipment on the L&D Unit.
- Areas for Improvement:
 - SBAR (Situation, Background, Assessment, Recommendation).
 - Closed loop communication.
- Multifaceted feedback concerning communication skills improves the delivery of content and counseling skills.
- Equipment issues identified:
 - Rooms without stools.
 - Outdated paperwork.
 - Location and contents of the difficult airway cart.
- Standardized patients illustrated the importance of appropriate communication with family members.

Team Education



Discussion:

- Standardized patients have increased the interaction and reality of the education provided to learners on the L&D Unit.
- The education promotes effective communication skills with patients, families, and colleagues.
- Through this education the outcomes identified have been corrected to promote patient safety.