

What is a **simulation**?

sim·u·la·tion  
/ˌsɪmyəˈlāSH(ə)n/

1. imitation of a situation or process
2. the action of pretending

That is just it, in LARC we have designed an exercise that allows us to experience a process in the classroom. The process that we are imitating, or simulating, is the patient flow through an emergency room. The classroom is great for this, as we don't have to have x-ray machines, labs, needles or even patients. The participants don't have to be providers or nurses or laboratorians. It is all pretend.

However, pretending has a distinct benefit. We can imitate a process and learn to see waste. After we imitate the process initially, we will learn some amazing tools that help us to remove waste from our processes. Then we will have the opportunity to put our new tools and skills into action on the very same day. We will rerun our emergency department simulation and see if we can improve on our chosen metrics.

Not only do you learn the tools, you have the chance to put them into action right in the classroom. Of course, the goal is that you will take these tools back to your hospitals, clinics, and labs to improve the chosen metrics for your improvement project.

Can you learn these waste-removal tools without the simulation? You can indeed teach and learn the tools without the simulation exercise. However, the simulation provides the positive feeling and experience of improvement and, of course, the simulation is so much more fun!

## SIMULATION

PHASE	When Needed	Materials Needed	Support Needed
Preparation	Prior to Departure to Kenya	Print: (See below) <ul style="list-style-type: none"><li>• Table Top Tents</li><li>• Patient Printout</li><li>• Fishbone Worksheets (15)</li><li>• ED Work Instructions</li></ul> Secure: <ul style="list-style-type: none"><li>Flip Charts (3)</li><li>Markers</li><li>Dots (See below)</li><li>Pens</li></ul>	

<b>Set-Up</b>	Evening (Day #1) and 7:30 am (Day #2)	<p>ROOM:</p> <ul style="list-style-type: none"> <li>• 3 Tables / Simulation X 3 simulations = 9 tables</li> <li>• Supplies/Transport Table – 1</li> </ul> <p>MATERIALS:</p> <p>One Set Per Simulation</p> <ul style="list-style-type: none"> <li>• 1 Flipchart with stand &amp; markers</li> <li>• Table Tents - 6 + 2</li> <li>• Patient Printouts (50 – batched)</li> <li>• Dots (5 sheets of each color – 5 colors)</li> <li>• Timing Device</li> <li>• ED Work Instructions (1)</li> </ul>	<p>Room Set Up – 3 Simulations (Unimproved state – see diagram)</p> <p>Distribute Materials – One set to each simulation</p>
<b>Simulation Phase #1</b>	AM (Day #2)		<p>One Faculty / Simulation</p> <ul style="list-style-type: none"> <li>• Assure participant understanding</li> <li>• Facilitate simulation</li> <li>• Capture times &amp; metrics</li> </ul>
<b>Debrief Phase #1</b>	AM	<p>Debrief Questions:</p> <p>How was quality defined? How did it feel? How did the triage person feel? How did the patients feel? What worked? What didn't work? Think about what might be done to improve...</p>	Facilitate Debrief ***
<b>Simulation: Improve</b>	PM	<p>ROOM:</p> <ul style="list-style-type: none"> <li>• 3 Tables / Simulation X 3 simulations = 9 tables</li> <li>• Supplies/Transport Table – 1</li> </ul> <p>MATERIALS:</p> <p>One Set Per Simulation</p> <ul style="list-style-type: none"> <li>• 1 Flipchart with stand &amp; markers</li> <li>• Table Tents - 6 + 2</li> <li>• Patient Printouts (50 – single)</li> <li>• Dots (5 sheets of each color – 5 colors)</li> <li>• Timing Device</li> </ul> <p>ED Work Instructions (1)</p>	<p>Room Set Up – 3 Simulations: <u>Let teams redesign as desired</u> (Faculty facilitate incorporation of Improve/Lean tools prior to re-running the Simulation)</p> <p>Distribute Materials – One set to each simulation</p>
<b>Simulation Phase #2</b>	PM		As with Phase #1
<b>Debrief Phase #2</b>	PM	<ul style="list-style-type: none"> <li>• How did it go this time?</li> <li>• How were the outcomes?</li> </ul>	Facilitate Debrief ***

		<ul style="list-style-type: none"> <li>• Are there additional improvements you could make for Day 3?</li> <li>• Was it easier?</li> <li>• Are good systems important?</li> </ul>	
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**Materials Needed:**

Table top tents (= Workstations) – 3 sets of the following signs (Total of 8 X 3 = 24 table tents)

1. **Pre-Registration**
2. **Registration**
3. **Triage**
4. **Treatment**
5. **Discharge**
6. **Quality Check**

**Supplies**

**Transport**

Dot Exercise\_Patient\_Final (= Patient Printout)

150 (stapled in batches of 5)

150 single sheets

Dots (= Care provided = Work)

Dot stickers (5 colors)

**\*\*\*DEBRIEF – Contrast Phase #1 vs Phase #2**

PHASE #1	PHASE #2
Chaos	Order
Noise	Quiet
Rushing	Moving at a steady pace
Anxiety	Calm
Excess Motion	Less Motion