

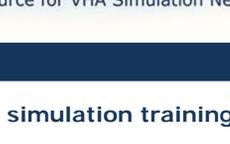



**VETERANS HEALTH ADMINISTRATION**  
**EMPLOYEE EDUCATION SYSTEM**

**Simulation Exchange Volume 8, Issue 7**

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# SIMULATION EXCHANGE



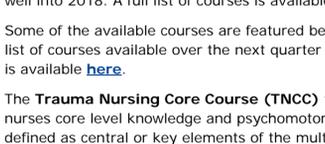
Your Source for VHA Simulation News

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**Register now for simulation training courses in 2018**



By Gerald Sonnenberg  
EES Marketing and Communication

**ORLANDO, Fla.** – A variety of simulation training courses at the VHA SimLEARN National Simulation Center (NSC) and in Palo Alto, California are now available. The scheduled classes go well into 2018. A full list of courses is available [here](#).

Some of the available courses are featured below. However, a list of courses available over the next quarter of fiscal year 2018 is available [here](#).

The **Trauma Nursing Core Course (TNCC)** teaches registered nurses core level knowledge and psychomotor skills, which are defined as central or key elements of the multidimensional processes involved in the initial assessment and management of sick or injured patients. TNCC also provides a foundation for integrated communication and collaboration in identifying and treating the sick or injured. For more information or to register, [click here](#).

The first **Musculoskeletal (MSK)** clinician class for 2018 is scheduled for Feb. 21-22. This face-to-face simulation training is designed to enhance primary care providers' knowledge, skills and confidence to manage common musculoskeletal problems. In addition, this training emphasizes appropriate resource utilization and access to specialty care. For more information or to register, [click here](#).

The **Out of Operating Room Airway Management (OORAM)** simulation instructor training course has seats available for three scheduled presentations in 2018. The first is in February. This course combines didactic, small group and hands-on simulation activities so participants can develop the skills necessary to design, develop, implement and debrief simulation-based OORAM training in their work centers. For more information or to register, [click here](#).

Next is a **General Simulation Instructor Course in Palo Alto, California**. This course combines didactic, small group, and hands-on simulation activities led by experts in health care simulation training. The 2.5 day, face-to-face classes are intended for both novice and advanced beginner health care simulation educators across a variety of disciplines including physicians, nurses, respiratory therapists, pharmacists, and associated health care providers. For more information or to register, [click here](#).

**Training Catalog**

The VHA SimLEARN National Simulation Center has a variety of courses available throughout the year. Please check often for any upcoming courses on the [SimLEARN course catalog](#).

For more information, visit [www.simlearn.va.gov](http://www.simlearn.va.gov) or [send us an e-mail](mailto:send_us_an_e-mail).



**Employee Education System educational game wins international competition, named 'Best Government Game'**

By Leslie Dubow  
Associate Director for Educational Gaming

**ORLANDO, Fla.** – The VHA's Goals of Care Conversations game-based learning module was nominated as a finalist and then chosen as the Best Government Game Nov. 30 during the 12th annual Serious Games Showcase and Challenge (SGS&C) at the 2017 Interservice/Industry Training Simulation and Education Conference (I/ITSEC) here. It was among several other educational products selected as finalists in the showcase.



Serious games are educational products that employ game technology in design and development to provide an immersive and engaging learning experience. The Employee Education System (EES) Educational Gaming office developed the "Goals of Care Conversations" game-based learning, or serious game product, this year in support of the VHA Medical Ethics Program office, physicians and other providers who care for Veterans. This, as well as other educational products, were selected as finalists in the showcase.

Goals of Care Conversation provides learners with meaningful opportunities to acquire and practice communication skills needed to conduct high-quality, goals-of-care conversations with patients who have a serious illness. The learner practices these skills in an immersive and realistic environment, with immediate feedback from a virtual mentor to help reinforce important skills. This virtual training program will help busy clinicians practice, including the patient and their care givers, in making quality-of-life decisions with empathy and caring.

The challenge was an international competition that included learning games from government, industry and academia. Each game was evaluated during two rounds of evaluation by a team of international game development and educational professionals. Games were evaluated based on a carefully crafted rubric that included ensuring the games met stated learning objectives while remaining interesting and engaging. The finalists were invited to display their games in Orlando during I/ITSEC in November.

I/ITSEC is the world's largest modeling, simulation and training conference. As an integral part of I/ITSEC, the SGS&C incubates and celebrates the use of games and game technology as a delivery medium for instructional material. The SGS&C is divided into the following categories: business, government, student, mobile and innovations. After a rigorous, two-tiered evaluation, the team chooses the best game in each category.

Aurelio Maldonado, EES project manager, and Leslie Dubow, EES associate director for Educational Gaming, led the team that developed the product. They also accepted the award on behalf of VHA.

**VHA employee provides aid to airline passenger**



By Gerald Sonnenberg  
EES Marketing and Communication

**ORLANDO, Fla.** – VHA staff train regularly to care for our Veteran patients in VA facilities. It is rare for staff to be involved in an emergency outside of VA, but it does happen. That situation happened recently when Phil Hargreaves, director of VHA's National Simulation Network, was waiting to board a flight to Washington D.C. at the Orlando International Airport.

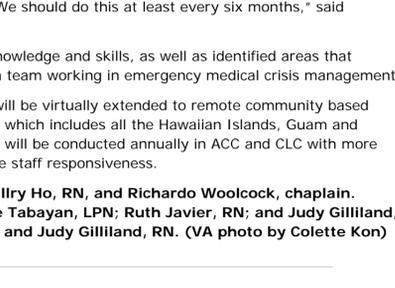
Hargreaves, a registered nurse, who also leads VHA's Resuscitation Education Initiative (REDI), was nearby when he overheard a call for a doctor to a nearby gate. REDI is a national program to

standardize, document, track and monitor the provision of Advanced Cardiac Life Support (ACLS) and Basic Life Support (BLS) training throughout VHA.

For the rest of the story, [click here](#).

**VA Pacific Islands conducts mock code training**

By Catherine Kawaihalau, BSN, RN, Urgent Care Lead Nurse and Hallry Ho, MSN, RN, Nurse Educator VA Pacific Islands Health Care System Spark M. Matsunaga VA Medical Center



**HONOLULU** - The "Code Blue Committee" and nursing education at the VA Pacific Islands Health Care System (VAPIHCS), Spark M. Matsunaga VA Medical Center (VAMC), worked collaboratively to create relevant scenarios to enhance individuals and team performance in emergency medical crisis management. In October, the hard work came to fruition when the nurse educators conducted two sessions of mock code training with 24 community living center (CLC) nursing and ancillary staff using a high-fidelity simulation mannequin the trainees named Georgia.

"Georgia" was borrowed from the Ambulatory Care Center (ACC) at the Tripler Army Medical Center. The team had half a mile away from the CLC. The staff was excited when Georgia arrived at the CLC. A familiarization of Georgia was given as staff huddled around and were amazed with all her "bells and whistles." Once the simulation started, staff all took an active part and immersed themselves into the moment. The verbal and written feedback indicated they truly appreciated the hands-on experience and requested to have similar training more often.

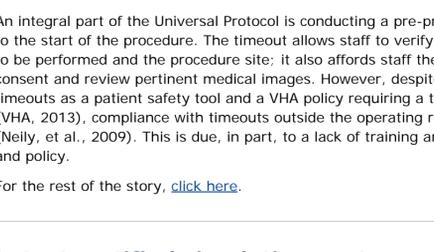
"I love this training," said one participant. "We should do this at least every six months," said another.

This simulation experience validated their knowledge and skills, as well as identified areas that needed improvement as individuals and as a team working in emergency medical crisis management.

Moving forward, future mock code training will be virtually extended to remote community based outpatient clinic staff throughout the Pacific, which includes all the Hawaiian Islands, Guam and American Samoa. Unannounced mock codes will be conducted annually in ACLS and CLC with more frequent planned sessions to further increase staff responsiveness.

**In the photo, (Left to right, top row) Hallry Ho, RN, and Ricardo Woolcock, chaplain. (Middle row): Amanda Hijus, RN; Jingle Tabayan, LPN; Ruth Javier, RN; and Judy Gilliland, RN. (Bottom row) Lorlyn Dela Cruz, RN, and Judy Gilliland, RN. (VA photo by Colette Kon)**

**Resuscitation Education Initiative team provides 'HeartSaver' course to VA central office staff**



By David Cochennic, Management Analyst and Lionel Dacpano, Project Manager

**ORLANDO, Fla.** – Ten members from the National Simulation Network's (NSN) Resuscitation Education Initiative (REDI) team traveled from Orlando to Washington D.C. to provide the American Heart Association HeartSaver Cardio Pulmonary Resuscitation Artificial External Defibrillator and First Aid course to Veterans Affairs Central Office (VACO) non-clinical staff members.

The team was led by the NSN Director, Phil Hargreaves, and they came prepared to provide training to over 200 VACO staff. This VACO-required course was available over a three-day period and offered both full-day and blended courses. Some of the attendees included the Assistant Secretary of VA's Office of Human Resources and Administration (HR&A), Peter Shelby and Deputy Assistant Secretary for Administration, HR&A, Roy Hurndon, who both attended the full-day HeartSaver course.

**In the photo, Tracey Robilotto (center), REDI associate director, leans in to help a VA central office staff member with the proper placement of the pads for the Artificial External Defibrillator or AED. Assistant Secretary for HR&A Peter Shelby is also pictured (left) practicing the steps with a mannequin. (VA photo by Dave Cochennic)**

**A simulation study; Simulation-based strategies teach universal protocol, timeouts for invasive procedures outside operating room**

By Robert Kononovech, M.S., MPH, and Douglas Paull, M.D., MPH, VA National Center for Patient Safety



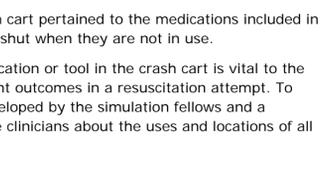
**ANN ARBOR, Mich.** - Incorrect procedures (wrong site, wrong side, wrong patient, wrong procedure, wrong implant, etc.), though infrequent, have the potential to cause devastating consequences to patients, families, providers and health care organizations. The Joint Commission's Universal Protocol remains the gold standard in the prevention of incorrect procedures (Norton, 2008).

An integral part of the Universal Protocol is conducting a pre-procedure "timeout" immediately prior to the start of the procedure. The timeout allows staff to verify the patient's identity, the procedure to be performed and the procedure site; it also affords staff the opportunity to certify the informed consent and review pertinent medical images. However, despite the importance of pre-procedure timeouts as a patient safety tool and a VHA policy requiring a timeout before any invasive procedure (VHA, 2013), compliance with timeouts outside the operating room (OR) has been an ongoing issue (Neily, et al., 2009). This is due, in part, to a lack of training and awareness of timeout procedure and policy.

For the rest of the story, [click here](#).

**Latest certified simulation centers**

**ORLANDO, Fla.** – SimLEARN staff recently awarded new simulation certifications to qualified facilities. Facility certifications last for two years and are renewable. They are a distinctive accomplishment.



There are three tiers of certification: basic, intermediate and advanced. Congratulations to the facilities listed below on their certifications:

- VA Palo Alto Health Care System - Palo Alto, California – **Advanced**
- Louis Stokes Cleveland VA Medical Center - Cleveland, Ohio – **Intermediate**
- South Texas Veterans Health Care System (Audie L. Murphy VA Hospital) San Antonio, Texas – **Intermediate**
- Wilkes-Barre VA Medical Center -Wilkes-Barre, Pennsylvania – **Intermediate**
- Carl Vinson VA Medical Center - Dublin, Georgia – **Basic**
- James J. Peters VA Medical Center - Bronx, NY – **Basic**
- Marion VA Medical Center - Marion, Illinois – **Basic**
- VA Southern Nevada Healthcare System - Las Vegas, Nevada – **Basic**
- VA Ann Arbor Healthcare System - Ann Arbor, Michigan – **Basic**

A non-facility can request certification after one year of existence while meeting the basic level criteria. A non-binding email of intent and certification application is required. New certification criteria will be announced in 2018. Please contact the team by sending an email to [EESFacilitySimulationCertification@va.gov](mailto:EESFacilitySimulationCertification@va.gov). For a full list of certified simulation centers, [click here](#).

**Video gives insight into SimLEARN's hospital activation team**



**ORLANDO, Fla.** - The SimLEARN Hospital Activations Team began testing new VA medical centers (VAMCs) in 2012 to work with local staff and rehearse patient flow, as well as test hospital systems for unanticipated events or situations. To this end, SimLEARN was asked to apply simulation technology to tackle one of the greatest challenges facing medical practitioners and hospital risk managers which is to identify previously unknown clinical issues as VA "stands up" hospitals.

A video about this innovative team is available on two formats: [YouTube](#) and [Bright Cove](#).

**Crash cart educational opportunity offered to Providence inpatient staff**

By Spencer Donovan, Pharm.D. and Alexander Goldman, Pharm.D. Interprofessional Fellows in Advanced Clinical Simulation Providence VA Medical Center



**PROVIDENCE, R.I.** - The Providence VA Medical Center (PVAMC) simulation center is responsible for the training and certification of many clinical staff members in the provision of Advanced Cardiac Life Support (ACLS). In the center's hands-on ACLS sessions, numerous physicians and nurses expressed unfamiliarity with the crash cart and its contents, especially those clinicians that were relatively new to practice.

Most of the feedback the center received on the crash cart pertained to the medications included in the cart, as the carts in the facility are always sealed shut when they are not in use.

The ability to quickly obtain and use the correct medication or tool in the crash cart is vital to the successful response to emergent situations and patient outcomes in a resuscitation attempt. To address this need, a 10-minute presentation was developed by the simulation fellows and a University of Rhode Island nursing student to educate clinicians about the uses and locations of all items in the crash carts.

For the rest of the story [click here](#).



Simulation Exchange is an award-winning publication of the VHA SimLEARN National Simulation Center. The program's operations and management is conducted by the VHA Employee Education System in close collaboration with the Office of Patient Care Services and the Office of Nursing Services. Some links go directly to sites that can only be accessed by people who have access to the VA network. We apologize for any inconvenience this may cause. Please share this message with others. To subscribe [click here](#). For more information, visit [www.simlearn.va.gov](http://www.simlearn.va.gov).

