Using the Operations Standard to Guide the "new normal"

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DISCLOSURES

Tonya Schneidereith is CEO and Managing Partner of the simulation consulting company, SIMPL Simulation, LLC, Baltimore, Maryland. I will not endorse this company during the presentation.

Kim Leighton has no disclosures related to this activity

**Colette Foisy-Doll** has no disclosures related to this activity

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WELCOME

Tonya Schneidereith
Special Appointee to "other duties as assigned"

Kim Leighton
Chief Distributor of Simulation Equipment to Hospital Facilities

Colette Foisy-Doll
Director of All Things Virtual & SP Zoom Coordinator

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WELCOME

We are:

NURSES experience	We have a combined **109 years** of nursing
EDUCATORS	We have a combined **68 years** of teaching experience
SIMULATION OPERATIONS	We have a combined **55 years** of simulation operations experience

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LEARNING OBJECTIVES

1. Identify level of organizational readiness through completion of the Simulation Culture Organizational Readiness Survey (SCORS).
2. Prioritize and develop an action plan based on the SCORS results and the International Nursing Association for Clinical Simulation and Learning (INACSL) Standard of Best Practice: Operations[SM].
3. Communicate operational needs of simulation program pertinent for decision-makers and operations personnel using an elevator pitch.

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POLL EVERYWHERE

We will be using Poll Everywhere to learn a little more about you and your experience with simulation operations. It requires your phone or a computer to log-in join.

The computer log-in is: **PollEv.com/tspoll**
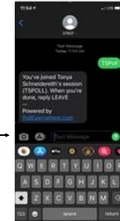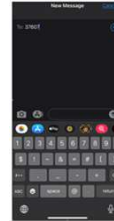
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Computer address: PollEv.com/tspoll

POLL EVERYWHERE: JOINING BY PHONE

At the top of the texting screen, type **37607**

In the message, type **TSPoll**

Once you have successfully joined, you will see this message:

☐ Respond at PollEv.com/tspoll
✎ Text **TSPOLL** to 37607 once to join, then **A, B, C, D, E…**

What is it like in your organization?

We have nothing	**A**
The boxes are in the closet.	**B**
The supplies and equipment are here but nowhere to put them.	**C**
We have the space but not enough people.	**D**
We have space, equipment and people but we haven't had enough training.	**E**
We've been trained but haven't used the equipment and now forget how.	**F**
We have what we need but don't know how to integrate into our curriculum or staff development model.	**G**
We're actually doing quite well!	**H**
We're doing well, but think we could do better.	**I**

Ⓟ Poll Everywhere

Introduction to the Simulation Culture Organizational Readiness Survey (SCORS)

- 26-item instrument based on Melnyk and Fineout-Overholt's work on integration of EBP
- Organizational members should complete; discuss results

- **Five sections:**
  1. Defined Need and Support for Change
  2. Readiness for Cultural Change
  3. Time, Personnel, and Resource Readiness
  4. Sustainability Practices to Embed Culture
  5. Summary Impression

- Responses: Not at All, A Little, Somewhat, Moderately, Very Much
- Scoring to determine readiness: *Not Ready* (0-36), *A Little* (37-72), *Somewhat* (73-108), *Moderately* (109-144), *Very Much* (145-185)
- Psychometric testing for validity and reliability

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Time, Personnel, and Resource Readiness

C.	Time, Personnel, and Resource Readiness	None at All	A Little	Somewhat	Moderately	Very Much	Scores
19	To what extent are **fiscal resources** available to support SBE in the following areas:						
a.	Human resources (simulation personnel)?	1	2	3	4	5	
b.	Education?	1	2	3	4	5	
c.	Release time to lead integration of SBE?	1	2	3	4	5	
d.	Development of physical learning spaces?	1	2	3	4	5	
e.	Equipment?	1	2	3	4	5	
20	To what extent do employees in your institution have **access to quality technology**, including computers, audiovisual equipment, and other institutional technologies?	1	2	3	4	5	
21	To what extent is **support available** to learn and manage technologies that support education?	1	2	3	4	5	
22	To what extent are there **existing simulation champions** (people who will go the extra mile to advance simulation) in the current environment among:						
a.	Administrators?	1	2	3	4	5	
b.	Clinicians?	1	2	3	4	5	
c.	Educators?	1	2	3	4	5	
d.	Technology Specialists?	1	2	3	4	5	
e.	Administrative Assistants and Support Staff?	1	2	3	4	5	
	Subtotal Section C					**Potential Score 60**	**0**

To what extent are fiscal resources available to support simulation-based education (SBE) in Human Resources (simulation personnel)?

None at all

A little

Somewhat

Moderately

Very much

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To what extent are fiscal resources available to support simulation-based education (SBE) in Education?

None at all
A little
Somewhat
Moderately
Very much

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To what extent are fiscal resources available to support simulation-based education (SBE) in release time to lead integration of SBE?

None
A little
Somewhat
Moderately
Very much

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To what extent are fiscal resources available to support simulation-based education (SBE) in development of physical learning spaces?

None at all
A little
Somewhat
Moderately
Very much

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To what extent are fiscal resources available to support simulation-based education (SBE) in equipment?

None at all
A little
Somewhat
Moderately
Very much

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To what extent do employees in your institution have access to quality technology, including computers, audiovisual equipment, and other institutional technologies?

None at all
A little
Somewhat
Moderately
Very much

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To what extent is support available to learn and manage technologies that support education?

None at all
A little
Somewhat
Moderately
Very much

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To what extent are there existing simulation champions (people who will go the extra mile to advance simulation) in the current environment among administrators?

None at all
A little
Somewhat
Moderately
Very much

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To what extent are there existing simulation champions (people who will go the extra mile to advance simulation) in the current environment among clinicians?

None at all
A little
Somewhat
Moderately
Very much

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To what extent are there existing simulation champions (people who will go the extra mile to advance simulation) in the current environment among educators?

None at all
A little
Somewhat
Moderately
Very much

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To what extent are there existing simulation champions (people who will go the extra mile to advance simulation) in the current environment among technology specialists?

None at all
A little
Somewhat
Moderately
Very much

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To what extent are there existing simulation champions (people who will go the extra mile to advance simulation) in the current environment among administrative assistants and support staff?

None at all
A little
Somewhat
Moderately
Very much

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Time, Personnel, and Resource Readiness

C.	Time, Personnel, and Resource Readiness	None at All	A Little	Somewhat	Moderately	Very Much	
19	To what extent are **fiscal resources** available to support SBE in the following areas:						
a.	Human resources (simulation personnel)?	1	2	3	4	5	3
b.	Education?	1	2	3	4	5	2
c.	Release time to lead integration of SBE?	1	2	3	4	5	3
d.	Development of physical learning spaces?	1	2	3	4	5	2
e.	Equipment?	1	2	3	4	5	3
20	To what extent do employees in your institution have **access to quality technology**, including computers, audiovisual equipment, and other institutional technologies?	1	2	3	4	5	4
21	To what extent is **support available** to learn and manage technologies that support education?	1	2	3	4	5	5
22	To what extent are there **existing simulation champions** (people who will go the extra mile to advance simulation) in the current environment among:						
a.	Administrators?	1	2	3	4	5	3
b.	Clinicians?	1	2	3	4	5	3
c.	Educators?	1	2	3	4	5	4
d.	Technology Specialists?	1	2	3	4	5	1
e.	Administrative Assistant and Support Staff?	1	2	3	4	5	3
					Subtotal Section C	Potential Score 60	36

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SCORS Summary Impression

SCORS SUMMARY IMPRESSION		Not Ready	Getting Ready	Been Ready But Not Acting	Ready to Start to Act	Past Ready & Into Action Planning	
25	Considering all of the SCORS indicator scores, how would you rate your **organization's readiness** for SBE integration?	1	2	3	4	5	
26	Looking back 6 months, how would you have rated your **organization's readiness** for SBE integration?	1	2	3	4	5	
	Plot your overall readiness level by marking an "X" on the adjacent continuum.	NOT READY..A GREAT DEAL					

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Introduction to the INACSL Standard of Best Practice: Operations^SM

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Operations^SM

OPERATIONS

Standard:

All simulation-based education programs require systems and infrastructure to support and maintain operations

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https://doi.org/10.1016/j.ecns.2017.10.005

Operations^SM

OPERATIONS

Standard
- All simulation-based education programs require systems and infrastructure to support and maintain operations.

- **6 *Criteria***
  - *Strategic Plan*
  - *Personnel with Expertise*
  - *Management Systems*
  - *Fiscal Sustainability*
  - *Systems Integration*
  - *Policies and Procedures*

- **Each criterion** has associated ***Required Elements***

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https://www.inacsl.org/inacsl-standards-of-best-practice-simulation/

Criterion 1:
Strategic Planning

Required Elements (condensed)
- Define a strategic plan
- **Plan for immediate, short, and long-term strategic goals**
- Use an organizational chart
- Involve key stakeholders
- Incorporate an ongoing professional development plan for simulation personnel
- Implement a systematic plan for evaluation
- Articulate the value proposition or return on investment
- Identify justifiable capital expenditures
- Use a communication plan to report progress

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Criterion 2:
Expert Personnel

Required Elements (condensed)
- Design job descriptions for the SBE program
- Articulate scope of practice, educational requirements, and compensation for each role
- Ensure initial and ongoing training as part of employment processes
- **Accurately portray responsibilities within the SBE program for all roles**
- Provide trained personnel with capabilities to set up, operate, and maintain equipment to meet the simulation-based objectives.

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Criterion 3:
System to manage space, equipment, and personnel resources

Required Elements (condensed)
- Identify roles, tasks and expectations for SBE
- Maintain a competency-based training program
- Follow a written plan addressing the objectives with a list of supplies, equipment, and required personnel
- Schedule a periodic review process
- **Have a system to prioritize SBE**
- Use an inventory control system
- **Ensure all SBE are compliant with safe environmental practices**

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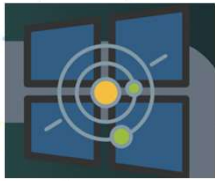#IMSH2021

Criterion 4:
Financial resources

Required Elements (condensed)
- Sustain SBE budget with formal plan
- **Plan operating budget on year-to-year basis**
- **Prepare and execute an operational budget**
- Report the impact of SBE metrics on the organization's costs and/or savings

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Criterion 5:
Systems integration

Required elements *(condensed)*
- **Direct the program's simulation activities by the strategic needs of the larger organization**
- Develop the program's mission and/or vision along with written policies and procedures.
- Communicate with stakeholders about SBE program's mission, vision, and goals and alignment with improvement of health care education and health care delivery
- Actively participate and collaborate in bidirectional initiatives across organizations.
- Ensure ongoing systematic and programmatic improvement processes are in place.

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Criterion 6:
Policies & Procedures

Required Elements (condensed)
- **Consider and incorporate human resource factors (e.g., full-time, adjunct, volunteer, student, etc.)**
- Identify prior experience and non-formal training in potential employees and advancement decisions
- Define data collection, storage, access, destruction, and reporting processes
- Describe safe management of supplies including how they are handled, secured, stored, and maintained.
- Provide safety information for any chemical, medication, or other hazardous supplies and how they can be accessed by personnel.
- Specify guidelines for equipment storage, locations, security, and access,
- Establish audiovisual capture, retention, and use policies

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Questions

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https://www.powtoon.com/w/fq0VH4KxAZu/1/m

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What is the primary goal or concern that you would use to develop your elevator pitch?

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Questions

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What one word describes your greatest takeaway?

TAKE AWAY

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Text **TSPOLL** to **37607** once to join, then text your message

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Summary

1. Completion of the Simulation Culture Organizational Readiness Survey (SCORS) can identify the level of organizational readiness.
2. Results from the SCORS and the International Nursing Association for Clinical Simulation and Learning (INACSL) Standard of Best Practice: Operations[SM] can be used to prioritize and develop an action plan for your simulation program.
3. Having a brief and cohesive elevator pitch can help communicate operational needs of your simulation program to decision-makers and operations personnel.

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What one word describes your greatest take-away?

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THANK YOU!

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