A female resident at an assisted living community is more confused than normal and is showing aggressive behavior. Staff must call 911 and communicate their need for an ambulance. The goal is to help staff be more comfortable in these situations and to improve communication between themselves and EMS. By improving communication, we hope to also improve resident outcomes.

Learning Objectives:

Demonstrate effective communication between assisted living staff and 911 dispatcher.

1. Call from the bedside.
2. Ask for ambulance at the start of call.
3. Keep information simple.
4. Answer 911 dispatch questions in a timely manner.

Skills: Noticing change in condition, communication

Type of Learning Activity: Role-play Time: 15-20 minutes

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Review the following prior to the role play session:

1. ECLEPS instructional video and supplemental materials of “good” and “bad” EMS interaction.
2. Use of the SBAR document.

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Participant Roles:

1. Staff member (ie. Med-tech, nurse, admin staff, or caregiver)
2. Caregiver
3. 911 Dispatcher
4. Resident

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Case Details: Evelyn Smith, DOB: 10/10/1933

Resident History: Mrs. Smith has lived at your facility for a year. She is 85 and has Alzheimer’s disease. She is usually very quiet but joins in on group activities. You have known her for several months. She uses a walker and requires minimal assistance with her Activities of Daily Living (ADLs). Her husband is deceased, and she has one son who lives on the East coast.

Past Medical History: Alzheimer’s disease

Height: 5’9” Weight: 162 lb

Allergies: Aspirin

Home Meds: Donepezil \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Simulation/Role-play:

Report to Start Scenario: You walk into Mrs. Smith’s room for her care and she is sitting in her recliner near her bed. She turns to you and yells at you. She is hard to understand and isn’t making sense. The room smells of urine. You walk towards her to see if she is hurt and she stands up, almost falling, and tries to hit you. She has urinated in her pants. Mrs. Smith seems very angry and you cannot calm her down. She has never yelled at you before or ever seemed angry in any way. The staff arrives to the room with the vital signs equipment and the caregiver gets the vital signs listed below while the other staff member dials 911.

Vitals: BP 98/64 HR 91 RR 26 T 37.8 C SpO2 95% RA

Script:

911 Dispatcher: 911, what is your emergency? Do you need fire or medical?

Staff:

911 Dispatcher: Is the resident male or female?

Staff:

911 Dispatcher: Is she conscious?

Staff:

911 Dispatcher: Is she having difficulty breathing?

Staff:

Goals:

1. Caregiver finds resident in a confused state, contacts another staff member for help
2. Caregiver observes that resident is yelling, is more confused, and has urinated in pants
3. Staff calls 911 from resident’s room and asks for ambulance
4. Staff reports resident status and answers 911 dispatcher’s key questions
5. Staff continues to monitor resident for safety until EMS arrives.

Additional Character Notes:

Evelyn: You should appear confused and angry. When the staff start talking to each other you interrupt them by hollering or saying ‘let me along’ or get out of my house’ etc.. If the staff attempts to help you move, you should yell out and push them away. The confusion makes you fearful and distrusting of staff.

911 dispatcher: Follow the script, which outlines the key questions a 911 dispatcher will ask. If the staff asks questions that goes off that script, try to bring them back on script.

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Debriefing

Debriefing Questions:

What worked well in this scenario? What did NOT work well?

What do you feel you got out of this experience?

What do you plan on incorporating into your practice?

What are the take-home points in this simulation?

How did it feel to be in the role of the med-tech or the 911 dispatcher? How did conversational flow feel?

Caregiver/staff: Did you feel that the needs of your resident were being addressed in the quickest manner possible?

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