Communication Simulation Flip
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How confident are you with communicating with patients, families, physicians, and other health care team members?

32 NSC nursing students participated in a simulation regarding communication.

They watched a video of "missed" communication and then had a facilitated discussion on ways to improve communication.

The students participated in the communication scenario and had a facilitated debrief following the simulation.

What did you learn from this simulation?

* "This simulation showed me examples of when to communicate with other staff. It taught me that communication is the key to nursing and opens the doors to better healthcare."

* "I learned what not to do as far as communicating with my patient. If a patient asks questions, follow-up. If the question is about medications, verify."

* "I learned that my professors are funny! Various errors can be made in nursing care. Call the pharmacy/doctor when medication is questioned by the patient."

* "The nurse missed several chances to communicate with the patient and her daughter. She failed to listen and pay attention to what they were trying to tell her."

* "I learned how not to be a nurse."

* "Although my communication skills are lacking, I have nothing on this nurse."

Yes, I do, as it showed me some examples of things to be aware of. It will help me improve in these areas."

"I definitely see the importance of effective communication. Confidence is something that will develop with time and experience."

"I feel more confident about communicating with patients, families and physicians now because I saw a good example of what not to do. It was also a good reminder of how important communication is."

"I do feel more confident only because I was able to pick out improper communication through the experience in simulation that I had."

"I'm not sure I would say I feel more confident but I did learn from it. The nurse in this scene was so bad. I hope I'm better than her."

Conclusion: This simulation experience decreased nursing students' anxiety and improved their confidence with communication. Students would like more experience with calling physicians and other health care professionals in simulation.

Implications: This simulation can be used in clinical post-conference and in the classroom setting to improve nursing students' confidence regarding communicating with health care..."