

## Simulation Scenario Design Template

### Pediatric Inpatient Scenario 1 – Leader Rounding

#### **Role in Scenario:**

Your child is an inpatient at Texas Children's for appendicitis, and you are in the room with her. A nursing leader will be rounding to each inpatient room and will engage with you.

#### **Case Synopsis:**

Your daughter, Sue Smith, is 5 years old and admitted to the hospital for appendicitis. She began having abdominal pain 2 nights ago. She vomited twice and had a low grade fever. The pain worsened during the night, so you called the pediatrician in the morning for an appointment that day. After the pediatrician examines her, he is concerned she may have appendicitis and instructs you to go to the EC to be seen there.

You arrive at EC that afternoon. The triage nurse tells you to keep your daughter NPO (no food or drink) and she is sent to ultrasound. That evening your daughter is placed in a treatment room. The EC physician confirms it is appendicitis. You are told the patient will be added on to the surgery schedule. Since there were no openings on the OR schedule, she was transferred to an inpatient unit around midnight (last night) to wait for surgery today. She must remain NPO until she goes to the OR.

#### **Parent Characteristics:**

**Mood:** Concerned, scared

**Attitude:** Frustrated and confused at the situation. You feel helpless on how to help your daughter; doesn't know what is going on.

**Behavior:** Asking questions, demanding answers

**Marital Status:** married

**Occupation:** stay at home parent

**Support system:** limited; no family close by

**Children:** 3 children: 5 y/o daughter (patient); and 7 y/o daughter and 2 y/o son at home with other parent

**Other important background details:**

Stressor: Other parent is at home taking care of 2 y/o and older child is at school. Other parent has to be at work later in the day.

### **Parent Perspective:**

#### **What does the parent know at start of scenario?**

You were told in the EC that your daughter's appendix had not yet ruptured, but you have been Googling appendicitis while waiting and are concerned it will rupture before surgery and lead to more severe health concerns.

You don't completely understand why your daughter cannot eat or drink, and thinks it is cruel to starve a young child. The nurse won't even let your daughter have ice chips. It's been almost 24 hours since she has had anything to eat or drink. Your daughter has been complaining of feeling hungry and thirsty.

#### ***How is the parent feeling at the start of the scenario?***

You are frustrated and confused that your daughter was diagnosed with appendicitis and she has not yet had surgery and no one can tell you when the surgery will occur. You don't feel that the doctors and your child's nurse have the necessary urgency for the situation. Additionally, you feel the nurse is avoiding you and does not want to answer your questions.

#### ***What concerns does the parent have?***

Your daughter has been complaining about pain and you are afraid that her appendix may have already ruptured.

Your daughter has been given pain medication, but you are concerned that it is a type of pain medicine that is addictive. You have been hearing so much in the news about opioid addiction and you don't want your daughter to become addicted.

You are also concerned about the lack of food and drink for your daughter.

#### ***What fears does the parent have?***

You are afraid your daughter's appendix will rupture before surgery leading to more severe health concerns.

#### ***What are the expectations or hopes that the SP has?***

You expect to be told a specific surgery time, so you can make arrangements for child care for other children. You expect/hope that it will occur in the immediate time frame.

#### ***How might the SP's feelings change during the scenario?***

Feelings may change positively with 1) empathy and understanding, 2) appropriate education/communication regarding comfort measures currently being utilized or those that can be implemented (IV fluids, pain medication, etc.), 3) appropriate education/communication around expected surgery time, 4) a call to the OR to check on the status, and 5) a communication plan for frequent updates on surgery status.

Feelings may change negatively if these items are not addressed or if the leader uses an explanation of other children being sicker or more in need to explain the delay in surgery.

### **Information sharing:**

#### ***1. What information is SP expected to share with the participants during the scenario?***

At beginning of scenario, you should share feelings of frustration, concern and confusion with the situation during conversation.

## **Pediatric Inpatient Scenario 1 – Staff Coaching**

### **Role in Scenario:**

You are an inpatient nurse at Texas Children's. A unit leader will engage with you to discuss performance.

### **Case Synopsis:**

You receive an EC transfer patient that is five-year-old female with appendicitis. The child has been NPO for 24 hours and is waiting on an OR slot. The patient's mother is concerned about her child not eating and that she is receiving medication that she read is addictive. The mother is very anxious and nervous. She has requested ice chips several times and has been told that the child cannot have them since she needs to be ready for surgery when an operating rooms opens up for her.

### **Employee Characteristics:**

**Mood:** Irritated and frustrated by the mom's behavior

**Attitude:** Disinterested and disengaged with the mother for constantly asking questions.

**Behavior:** Avoiding the parent

**Marital Status:** single

### **Other important background details:**

You have been working on the med/surg floor since you finished nursing school about one year ago. You are 23 years old but can be mistaken by parents as a patient on the floor due to your youthful appearance. You are a high performer with strong clinical skills and preparing to continue your education and become a pediatric nurse practitioner. You have told the mom several times that the child can not have any ice chips or other liquids to be ready for surgery. You are super busy with three other patients and one of which is a higher acuity patient requiring more of your time and focus.

The mother has been on WebMD all night and keeps asking questions about the medication and whether the child will become addicted to it. You have told the mom it's highly unlikely but she keeps reading and asking more questions.

### **Staff Perspective:**

#### ***What does the staff person know at start of scenario?***

You received a transfer patient that a five-year-old girl was brought into the EC with an appendicitis and is waiting for an OR to have her surgery. The mom is very anxious and keeps asking the same questions over and over. You have tried multiple ways to get the mother to understand that the child can not have any food or water.

#### ***How is the staff person feeling at the start of the scenario?***

You are irritated and frustrated that the parent won't listen.

#### ***What concerns does the staff person have?***

Managing the child's pain until she goes to the OR and keeping mom calm.

You are also concerned about how long it will take before you can get the child to the OR.

#### ***What fears does the staff person have?***

The mother will over-react and escalate.

#### ***What are the expectations or hopes that the staff person has?***

You expect to be told a specific surgery time, so you can relay that info to the parent.

#### ***How might the staff person's feelings change during the scenario?***

Feelings may change positively with 1) appropriate education/communication about how to listen and comfort the mom while caring for the child so she can become empathic with the situation the mother is currently dealing with and her need to feel heard and informed about any changes in the surgery schedule.

Feelings may change negatively if the leader 1) makes assumptions that the nurse hasn't listened the mother and takes the parent's side, or 2) accuses and doesn't ask before telling the nurse how to care for the patient.

### **Information sharing:**

#### ***1. What information is staff person expected to share with the participants during the scenario?***

At beginning of scenario, nurse should share feelings of frustration that the mom won't listen and keeps googling things and asks more questions.