

Degree Program Introduction

- **MS/MSN: Quality, Safety, and Risk Management**
 - College of Nursing and Health Professions at Drexel University
 - 100% Online
- **Program Highlights**
 - **Interprofessional Program**
 - Interprofessional faculty – Quality/Safety Expert Nursing Faculty and Law Faculty from the Kline School of Law
 - Interprofessional students
 - **Culminative Capstone**
 - Students complete a Quality/safety Capstone Project
 - **RCA Virtual Simulation Immersive Experience**
 - Every student participates in a 2-day virtual group simulation exercise related to Safety and Risk Management

RCA Virtual Simulation Background

- As per the FDA (2019), they receive more than 100,000 reports annually of suspected medication errors. These errors tend to be the result of broken systems or ineffective structures within the healthcare environment.
- A Root Cause Analysis (RCA) is a systematic process of identifying the cause of a problem or error, as opposed to simply fixing the issue at hand with a temporary solution.
- To ensure students are graduating with skills to conduct an RCA, a virtual simulation was designed.

4 Phases of the Virtual Simulation Experience

Orientation	<ul style="list-style-type: none"> • Students view a Sentinel Event Video of a standardized patient acting as a family member demanding answers regarding a medical error • In pairs, students complete pre-investigation by reviewing the following : <ul style="list-style-type: none"> • Hospital Policies • Patient Electronic Medical Record • Interview Guidelines • Just Culture Algorithm • QI Tools (Fishbone, Impact Chart, Timeline)
Interviews <i>Each encounter is 15 minutes long with an additional 5 minutes for SP feedback</i>	<ul style="list-style-type: none"> • In a Zoom break-out room, students meet and individually interview Standardized Patients in the following roles: <ul style="list-style-type: none"> • Admitting Nurse • The nurse who administered the medication • ICU Attending • Pharmacist • Informatics Director • Nurse Manager
Presentations	<ul style="list-style-type: none"> • After the completion of the interviews, student pairs are placed in private breakout rooms to analyze their findings, complete the RCA, and develop a presentation for a simulated board meeting • Presentations are 15 minutes long followed by Q& A from the simulated boards
Debrief/Review of Complex Event	<ul style="list-style-type: none"> • After the presentations, the students gather with the faculty lead to review the simulation experience by way of a debrief. • Students share what went well and areas of opportunity related to topics leading to rich discussion

Evaluation of RCA Virtual Simulation

- Formative and summative evaluation is used to further expand and refine the experience for students.**
- Students report that the realism and practice relevance of the experience is helpful in building skills and self-confidence.
 - Faculty observing students have noted that students exhibit growth in knowledge and understanding.
 - Anonymous evaluations completed after each simulation show that students enjoy tying the learnings from the program into a real-life event.

Implications for Practice

- The use of virtual simulation is a useful method to engage online graduate students and prepare them for a career in patient safety.
- The RCA simulation is not only an opportunity for authentic assessment, but it also provides students with confidence in their knowledge and ability to promote safety and prevent medical errors.
- The simulation helps students develop skills in RCA QI methodology.
- Many of the students have never presented to leadership, so this allows students the opportunity for a formal presentation in a safe space.
- Due to the pandemic, many RCAs in hospitals are occurring virtually, so this type of simulation prepares students conducting interviews in a virtual setting