

Pathway: Interprofessional Communication in healthcare - The TeamSTEPPS Toolkit

Total Duration: 85 minutes

Who is it for?

- The pathway is designed for nurses, nursing students and other healthcare workers and students to prepare for the challenges of interprofessional work, helping them to enhance their communication and collaboration skills.

The Journey

- This is a comprehensive training program developed with Samantha Smith DNAP, CRNA, TeamSTEPPS® master trainer (completed training 3.0). It's designed to strengthen interprofessional communication in healthcare settings. Learners will navigate real-life simulations for each tool, followed by optional in-depth study sessions guided by virtual coaches. Upon completion, they will be able to confidently apply all these techniques in clinical practice, enhancing patient safety and fostering collaborative workplaces.

Module: TeamSTEPPS® Simulator

In this module, learners apply and evaluate teamwork skills using the TeamSTEPPS® framework.

Module: TeamSTEPPS® Toolkit Module 1: SBAR

In this module, learners practice communication techniques, using the TeamSTEPPS® SBAR, to effectively structure and convey patient information.

Module: TeamSTEPPS® Toolkit Module 2: Check-Back

In this module, learners discover how to prevent miscommunication and ensure accurate information exchange with the TeamSTEPPS® Check-Back technique.

Module: TeamSTEPPS® Toolkit Module 3: CUS

In this module, learners discover how to confidently and clearly voice concerns, ensuring effective communication and patient safety using the TeamSTEPPS® CUS technique.

Module: TeamSTEPPS® Toolkit Module 4: Task Assistance

In this module, learners practice proactively offering, giving and receiving affirming Task Assistance.

Module: TeamSTEPPS® Toolkit Module 5: Call-out

In this module, learners practice collaborating during a patient emergency using Call-Out.

Quiz: Interprofessional communication in healthcare

This quiz allows for learners to test their understanding of the TeamSTEPPS® framework.



Pathway: Fundamentals of therapeutic communication

Total Duration: 45 minutes

Who is it for?

- This pathway is designed for a range of healthcare professionals and students, including: nurses, care assistants and healthcare support workers, mental health counselors, community health workers, home care providers, and occupational therapists.

The Journey

- In this pathway, learners will engage with virtual patients to demonstrate empathy and attentiveness to their needs and concerns, examine personal biases, and discover effective strategies for involving patients in care decisions. By the end, they will be able to demonstrate active listening skills, awareness of personal bias and the ability to promote patient autonomy.

Exercise: Promoting Dignity and Respect

In this activity, learners watch virtual coach Nola interact with Geoffrey, an elderly man with dementia. Their task is to identify instances where Nola supports Geoffrey's dignity by avoiding assumptions, focusing on his needs, showing compassion and respecting his wishes and privacy.

Exercise: Exploring a Person's Unique Characteristics

In this activity, learners engage with virtual patient, Ameera, to uncover her specific physical and emotional challenges through person-centered dialogue. After reflecting on these insights, learners work with virtual coaches to translate their discoveries into actionable care improvements.

Module: Mental Health Practitioner

This module helps learners prepare for a conversation with someone who is having suicidal thoughts. In this simulation, you will meet Susan, who has tried to end her life on two occasions and is starting to think about suicide again.

Quiz: Fundamentals of therapeutic communication

This quiz allows learners to reflect on their understanding of therapeutic communication best practices.

Exercise: A Strategy for Challenging Bias

This activity introduces a four-step strategy for challenging bias: stop, switch, challenge and counter.

Questionnaire: Fundamentals of therapeutic communication

Learners are asked to reflect on a time when they made a quick judgement about a person.

Roleplay: AI roleplay - Active Listening in Healthcare

In this AI-powered simulator, learners can practice their active listening skills with a virtual patient. They'll engage in a free-flowing, dynamic conversation, and receive personalised feedback on their performance at the end. Here, you can create a custom scenario for any situation involving a healthcare professional and someone receiving care.



Pathway: Self-care and resilience for healthcare professionals

Total Duration: 40 minutes

Who is it for?

- This pathway is designed for a range of healthcare professionals and students, including: doctors, nurses, care assistants and healthcare support workers, mental health counselors, community and social care workers, home care providers, emergency care providers, first responders, and crisis intervention workers.

The Journey

- This pathway is designed for a range of healthcare professionals and students, including: doctors, nurses, care assistants and healthcare support workers, mental health counselors, community and social care workers, home care providers, emergency care providers, first responders, and crisis intervention workers.

Questionnaire: Self care and resilience for professionals

Learners are asked to reflect on their own self-care routine.

Exercise: Reflecting on challenging patient interactions

This activity prompts learners to reflect on their natural tendencies when facing angry individuals.

Exercise: Personal calming techniques

In this activity, Ambika, a virtual mentor, introduces the learners to three simple techniques for staying calm and grounded in stressful moments: depersonalisation, grounding, and box breathing.

Exercise: Practice calming techniques for handling hostile situations

This activity immerses learners in a hostile patient encounter as junior doctor, Ambika, navigates a consultation with patient Lucy and her angry husband, Joe. The goal is to help learners practise three grounding techniques: depersonalisation, grounding, and box breathing.

Exercise: Recovering from setbacks

In this activity virtual coach Asha introduces the 90/10 principle (90% attitude, 10% circumstance) by presenting a scenario where learners faces a task they are not ready for.

Quiz: Self care and resilience for professionals

This quiz allows learners to reflect on self-regulation techniques and the 90/10 principle.

Exercise: Challenge your anxiety

In this activity, the learner explores transactional writing, a technique for managing anxiety.



Pathway: Navigating difficult interactions in healthcare

Total Duration: 55 minutes

Who is it for?

- This pathway is designed for healthcare professionals (and learners in healthcare training) who interact directly with patients and their families—especially in emotionally charged or high-pressure situations.

The Journey

- In this pathway, learners will explore techniques for navigating sensitive discussions with patients and families, including those with cognitive impairments, alongside methods for maintaining therapeutic connection when facing resistance, anger, or distress. Upon completion, they will demonstrate empathy and emotional regulation skills, harness tools for defusing anger and practise maintaining therapeutic relationships with patients and colleagues.

Questionnaire: Navigating Difficult Interactions in Healthcare

Exercise: Identifying Anger Signals

This activity simulates an angry patient encounter where learners identify signs of anger. As Joe directs his frustration at doctor Ambika, learners press a button when they notice cues like refusing to sit and avoiding eye contact. Afterwards, they receive feedback on his behaviors.

Exercise: Learn how to Defuse Anger with Empathy

In this activity, learners practice diffusing anger during a difficult consultation. As Lucy and Joe react to delayed care, learners choose responses that either escalate or calm the situation, receiving feedback and retrying to find the best approach.

Exercise: Using Values to Navigate Potentially Difficult Situations

In this activity, learners approach Jerome and ask him to help the team. They first select relevant values, then respond in their own words. AI detects the values used, shaping Jerome's reaction, with feedback and retries to explore different outcomes.

Quiz: Navigating Difficult Interactions in Healthcare

This quiz allows learners to reflect on de-escalation and values-based communication.

Exercise: Verbal De-Escalation of a Vulnerable Resident

In this activity, learners support either Nancy, an older adult with Alzheimer's, or Johnny, a young autistic man, and speak in their own words to de-escalate challenging behaviour. AI shapes each character's response and tracks escalation with a traffic light indicator.

Roleplay: De-Escalation

In this De-escalation roleplay, you can practice using verbal defusing strategies that help bring distressed people back down to calm. You'll also receive personalised feedback on your performance.

