Doing More with Less - Cognitive Simulations for improved communication, interpersonal skills and judgment outside the Sim Center

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Experience is the Best Teacher!

Today’s Session Outline:

1. Why use Cognitive Simulation?
2. What is a Cognitive Simulation?
3. QA
WHY USE COGNITIVE SIMULATION?

Practitioners face extreme overlapping challenges.

Have you heard the latest “good news” about the economy?? Worker productivity is up...
Why use Cognitive Simulation?

- We have far more data, evidence, and computer models to make decisions today, but that also means we have far more information overload and excessive choice proliferation. The number and complexity of choices seem to be growing beyond our abilities to analyze, synthesize, and make decisions. The acceleration of change reduces the time from recognition of the need to make a decision to completion of all the steps to make the right decision. ... Many of the world's decision making processes are inefficient, slow, and ill informed.¹

Experiencing Best Practices Enables Critical Thinking
Why use Cognitive Simulation?

- Assessment (Evaluation)
  - What & How

  Vs.

- Development (Resilience)
  - Why & When

“Good judgment is the result of experience. Good Experience is often the result of bad judgment.”

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Why use Cognitive Simulation?

- Scalability – can reasonably reach many more practitioners
- Flexibility – can be played anywhere, anytime, by anyone (inter-professional)
- Cost – does not require additional resources (people, space or equipment) beyond a computer or tablet and can be published reasonably
- Time –
  - You can simulate short or long scenarios, singly or in multiples
  - You can capture longer timelines with respect to the experience of the patient, practitioner or institution

# 5
How does Simulation Provide Experience to Improve Decision Making?

- Initiative Implementation: New or Changed Business Practice
- Exercise Judgement
- Experience consequences
- Your initiative: - decision tree - workflow - business process - culture & behaviour
- Improved Critical Thinking: - Confidence & High Retention - Measurable Results
- Review Issues from multiple Angles
- Interact & receive Feedback
What are some potential applications for Cognitive Simulation?

- Palliative care
- “Death” scenarios
- Hierarchy issues (Power Distance)
- “What if it were your child...”
- Handoffs between shifts/floors
- Informed Consent
- Others?
Why use Simulation?

Experience is the best teacher

- Sims provide experience - emotional engagement
- Sims expand the evocable experience base, they become part of your experience portfolio/“gut”
- Sims encourage a Systems Thinking approach – incorporating Context
- Sims *consequate* Mindlessness and *encourage* Mindfulness
- Sims provides an opportunity for participants to learn from failure, to Fail Forward
- Sims enable time acceleration to feel affects of delay
- Sims provide a bridge between: Engagement → Retention → Retrieval
- Sims leverage the power of Storytelling
## Experience Design: Creating Experience

- **Narrative flow** – Power of Story Telling
- **Choice Options** – Encourage Critical Thinking
- **Consequences** – Make it Memorable
- **Scorecard feedback** – Make it realistic / measurable
- **Narrative feedback** – Repetition / memorable
- **Small Group debriefings and opportunities to share** / expand the experience / consequences
- **Large Group debriefings** to establish additional connections with larger initiative and/or subject matter
Visit Mother-in-law

Your next meeting isn't scheduled until 2.30. You decide to drop in on your mother-in-law to see how she is. She lost her job a while ago and has been fairly depressed since then.
Responding to Justine’s Request

Your mother-in-law has asked you for samples. How should you handle this situation?

Click the most appropriate response.

Give her the samples.

Explain that you are only permitted to give samples to licensed healthcare practitioners.
Decision Review  •  •  •  Responding to Justine's Request

Your Choice 2 / 2
- Give her the samples.

Feedback
That was a bad choice. You should have told Justine that you are only permitted to give samples to licensed healthcare practitioners.

Further Information
FDA Requirements: +10
Shared Accountability and Transparency: +10
Schering Policies and Procedures: +10
FDA Requirements: 0

Score
Why use Simulations (Cont’d)?

Spaced Practice Effects

- Spaced Learning Curve
- Normal Learning Curve
- Reactivation Curve
- Spaced Forgetting Curve
- Normal Forgetting Curve

Practice
Test

Taken from *Designing mLearning* by Clark N. Quinn
“As we sail thru life, don't avoid rough waters, sail on because calm waters won't make a skillful sailor.” (Anonymous)

“I’m not afraid of storms, for I’m learning how to sail my ship.” (Louisa May Alcott)
Experience Design: Authoring Simulations - Scorecards

- Observable behaviors that demonstrate/manifest the Learning Objectives
- Specific considerations/Effects that Tradeoff of each other – Critical Thinking
- Affected Stakeholders – Ripple Effect (Double)
- Time
  - Capturing flow on timeline
  - Timing of consequences
  - Time to make a decision
Experience Design: Scorecards – Ripple Effect
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