Using a Virtual Community to Facilitate the Integration of the KSA’s of Patient Centered Care

Michelle Aebersold  PhD, RN
Cindy Fenske   RN, MS, CNE
Virtual Communities

- **Virtual**
  - being on or simulated on a computer
  - Occurring or existing primarily on-line

- **Community**
  - An interacting population of various types of individuals

merriam-webster.com
Virtual Communities

- Mirror Lake (OSU)
  - 165 characters
  - 62 households
  - Medical center
  - Retirement center
  (Curran, Elfrin, & Mays, 2009)

- The Neighborhood©
  - Pearson Education
Why Use a Virtual Community?

- Provides a contextual learning environment.
- Enhances student engagement.
- Adds complexity and richness to exemplars.
- Allows students to see situations unfold over time.
- Provides diversity in ethnicity and disease.
- Allows for enhanced application of information.
Disclosure

- Both presenters work as faculty advocates for Pearson Education
Welcome to the Neighborhood!

The Neighborhood: Virtual Experiential Learning
The Neighborhood

An unfolding story of a community and the characters that live there.

- Story contains 45 episodes that can be released in a variety of ways.
- 42 Featured Characters
  - 36 household characters
  - 6 nurse characters that work in health care agencies
- Community Newspaper
Household Characters

- 36 characters who live in 11 households within The Neighborhood.
- Characters are diverse.
- Character stories reflect health-related situations based on incidence and prevalence.
- Stories reflect individual and family responses to health-related problems over time.
- Stories told from the perspective of the character.
Nurse Characters

- Six featured nurse characters that work in 4 health-care agencies
  - 3 Hospital Nurses, School Nurse, Midwife, Geriatric Nurse in senior center
- Stories reflect contemporary issues in nursing practice and issues within the local community.
- Stories of household characters interwoven into nurse stories as applicable.
The Neighborhood: Biographical Information

Jessica Riley is an 18-year-old single mother with a 17-month-old son, Ryan, and a 6-week-old daughter, Carrie. Jessica and her children share a one-bedroom apartment with Carrie’s father, Casey. Jessica has not heard from Ryan’s father since before he was born.

Jessica works full-time at a restaurant, but struggles financially. She is glad Casey contributes to paying the bills and is not sure how she could financially make it without him. She has earned her GED, but dropped out of the community college after she became pregnant with Carrie.

Jessica grew up in a single-parent home. Her father left the family when she was 7. She is the oldest child and has two younger siblings, Jenna and Jason. Her mother Evelyn helps by watching her baby in the evenings. Additionally, Jessica receives government assistance in the form of WIC coupons and Medicaid, and Ryan and Carrie attend a government-assisted day-care program.

Each character has biographical information that serves as an introduction.
Updated each season to reflect story in previous season.
The Neighborhood: Unfolding Storyline

Each character has a regular story update.
Stories can unfold over 3 academic semesters or can vary in release.

On Clifford’s last day of work, his company gives him a retirement party and several nice gifts. During the party, he shares plenty of laughs and tears with his coworkers and feels grateful for their sincerity. As he leaves the office for the last time and gets into his car to drive home, Clifford experiences the emotion of multiple losses — the end of a career and the loss of his wife. He is profoundly sad and lonely. Within this experience of grief and loss, Clifford remains hopeful and is receptive to the ongoing support of friends and church members. He looks forward to meeting with the psychiatrist the next morning.
Stories are extended with photos, and video clips as applicable.
Abbreviated medical records included to provide an understanding of health care.
The newspaper links individual characters to the community and is reflective of contemporary social, ethical, and health-related issues.
Allen

BPH, depression, alcohol abuse, grief.

Down's syndrome

Colorectal cancer, palliative care
QSEN-Patient Centered Care

- Recognize the patient or designee as the source of control and full partner in providing compassionate and coordinated care based on respect for patient’s preferences, values and needs.

(Cronenwett et al., 2007)
Respect for Patients’ Values, Preferences, and Expressed Needs

- **Video clip**
- Simulation activity
  - Students role play how they would handle the situation from where the video leaves off.
- Class debate
  - Have the class take the different sides of this issue and debate from the character’s point of view.
Comprehensive understanding of pain and suffering

- Develop a plan of care based on EBP guidelines, that will care for Pam Allen as she undergoes chemotherapy and radiation treatment.
  - Concept map of all problems and strengths
  - Plan of care related specifically to symptom management
Coordination and Integration of care

- Have students assume the role of case manager or home care nurse after Pam has her surgery and colostomy.
- Determine her learning needs.
- Make a plan of care, coordinating the various aspects of her treatments and the various health care places.
Nursing Care

- **Video Clip**
- Ocampos in the hospital. Kate trying to provide excellent care. What is excellent care. Have students discuss aspects of care that make it excellent.
Information, Communication, and Education

Group Activity ~ Class Presentation

- In an assigned group of 4 students, pick a character who needs patient education regarding disease process/disorder.
- Design a patient education plan utilizing the principles of Health Promotion.
Emotional Support

- As Clifford is struggling with Pam’s illness, he resorts to alcohol and withdraws from Pam and Gary.
- In small groups, examine the barriers Clifford is experiencing that are preventing him from being involved with his family.
- Assess his level of decisional conflict and discuss appropriate resources to assist him.
Reflection assignment

In *The Neighborhood*, Pam Allen dies from cancer.

- Reflect on how you felt when you read this ending to her story.

- Identify and discuss the emotions that you experienced.

- Have you had a patient you knew or cared for that died? If so, how did you react or respond?

- What do you think will happen to Clifford and Gary? How do you feel about it?

(Fenske, 2010)
6. Involvement of Family and Friends

- Think about Gary in this situation.
- How do you think Gary is dealing with the illness of his mother and the depression of his father?
- What resources does he have that provide him with support?
- How could you help facilitate the use of family and friends to reunite this family?
- Develop a plan of care around this issue basing it on family/individual strengths rather than problems.
Questions