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Poster

Medical Non-Clinical Simulation

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Abstract

Employees working in non-clinical roles at medical centers such as Boston Children's Hospital are prone to geographic and emotional detachment from their customers at the bedside. According to an AHA Annual Survey conducted in September 2016, 57% of employees at BCH do not have direct, regular contact with patient. The impact of their work, cannot be understated as in the case of the Information Services Department (ISD). This gap in service delivery and service needs prompted the creation of BCH's first pilot simulation where non-clinical employees were put through a simulation program usually reserved for direct-care providers. Simulation provides a visual, visceral experience whereby non-clinical staff can safely experience a medical emergency – customized to demonstrate the impact their work has on the clinical care continuum.

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