



Disclosure of Error: A Zoom-Based Interprofessional Simulation for Second-Year Medical Students and Pharmacy Students

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Study Question and Background

Our doctoring course includes a 1-week experience for M2 students that focuses on quality and safety in health care, health systems, and medical error. We include an IPE activity with P2 pharmacy students in which medical and pharmacy students work together to disclose a medical error to a standardized patient, then answer the patient's questions, followed by an opportunity to reflect and debrief the experience. Key objectives include preparing students so:

- Use drug information sources to evaluate the potential effects and severity of the error
 - Collaborate with other professionals to determine an effective approach
 - Demonstrate effective communication tools
 - Work safely within modern health care systems.
- The National Academy of Medicine and others have highlighted the continuing need for attention to patient safety, a culture of improvement, and collaboration across disciplines, beginning with undergraduate medical education

Educational Methods

- In this zoom-based exercise, groups of 4-5 SOM students are notified of a medication error. They are then joined by 2-3 SOP students.
- Working together, the group must collaborate to form a plan to disclose the error to a standardized patient and answer patient questions, with an emphasis on appropriately dealing with an error and delivering information.
- All students attend a post-encounter debrief session led by SOM and SOP faculty

Problem & Medical Student Role

You are an MS4 student in the ED, preparing for a patient's discharge. Jamie Smith is a patient presenting to the emergency department with elevated blood pressure. Patient has a history of acute MI about 4 months prior to presentation and has been maintained on hydrochlorothiazide and propranolol for high blood pressure in addition to clopidigrel and aspirin. In the ED, patient has moderately elevated blood pressure but is otherwise stable. In the ED, the treating team orders an additional dose of propranolol and calls the patient's cardiologist to update her. Patient's cardiologist reviews the records in the ED and agrees with the treating team that a one-time dose of a beta-blocker is appropriate with a recommendation to increase the patient's home dose. **However, the charge nurse has called your service to provide notification that, inadvertently, the patient has received a dose of propranolol as well as a dose of carvedilol while in the ED. The error was discovered prior to the patient leaving the ED and you and your team need to address the error.**

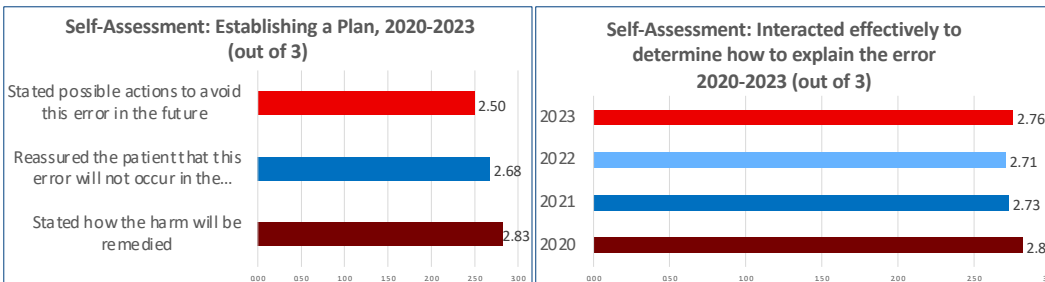


SOM and SOP students meet with "Jamie Smith" to explain the medication error and address patient questions.

Students gather for a large-group debrief to discuss the challenges and successes of their effort to disclose medication error.



Post-Encounter Self-Assessment Selected Data, 2020-2023



Discussion

- This activity is part of an interblock week for MS2 students devoted to quality and safety in health care and health systems sciences. The week includes additional required and selective sessions on medical error, quality measures, patient safety, transitions of care, and related topics.
- Prior to 2020, this activity was done in a hybrid format, with the SOM students in an exam room with the standardized patient, and the SOP students linked by Zoom. The hybrid format was necessary because SOP students are on geographically separate campuses.
- The shift to a total Zoom format necessitated by the pandemic proved to be an enhancement to this activity that we have continued, post-covid: Both medical and pharmacy students can communicate with the patient directly, each sharing their particular expertise in the disclosure of the error and answering patient questions.
- The structure and format of this activity allow students on 4 geographically separate campuses to interact in a simulation that challenges their medical and pharmaceutical knowledge, their communication strategies, and their collaboration skills.

Shared Resources

Materials used in this simulation are available at the website linked to this QR code. Questions? Betsy.jones@ttuhsc.edu

