

Communication through Simulation

Video Transcript

Excuse me, can you help me? I'm lost and I need to get to my appointment. I... I mean they told me it was in this building, but they didn't tell me it was going to be so big! And... And I'm all by myself and... this is just so stressful... and I'm just in so much pain.

Healthcare professionals need to be prepared for difficult conversations; and they need to be able to communicate clearly and with compassion. Communication through Simulation is a performance-based program designed to increase awareness and stimulate strategies for communicative competence in health care.

Our communication simulations equip learners with transferrable communication skills applicable to a wide range of health professions, contexts, and clientele. It combines best practices in clinical training, with the latest research in intercultural communication. The scenarios we engage in are authentic, and the learning emerges from the experience itself, as well as from expert feedback, and focused instruction.

Unlike traditional language and communication training, our program is rooted in principles of simulation-based learning, encouraging learners to engage authentically in communication challenges.

Can you help me?

Absolutely, would you like to have a seat? May I ask your name?

Oh, it's Marie.

I'm so sorry Marie that you had to go through the traffic and now you have to deal with your pain and that's so stressful. Do you know where you are headed to?

Well, to the pain clinic, but I can't find it!

I can help you with that.

I'm going to pause right here. Nikita, what was this like for you?

I felt she was overwhelmed in the beginning.

I agree. And I saw you acknowledging her experience and her stress, what do you think the effect was on her?

She felt calm after speaking to me.

Yea, that is what I noticed as well. I want to introduce you to Karen, our Standardized Client, who's going to give you some feedback.

Hi, my name is Karen.

I'm Nikita.

Well when you empathized with me...

Communication skills are very important for healthcare professionals, it not only helps us understand what the client wants but also effectively communicate it back to them. It helps us build a trustworthy relationship with the client and create a safe environment for them to speak to us.

The feedback that I receive from facilitators helped me improve on my weaknesses and strengths, and gives me confidence to practice out in the real world. Having a facilitator that provides professional input is something that I don't get in my day to day practice. This helps me reflect on my communication and provide a better service to my clients.

The Communication through Simulation program can be useful at any point in the process of integrating into Canada's health care work force. It prepares health care professionals through simulated communication encounters, and can be used as a component in training, as a means to determine readiness for clinical placements, or as a professional development opportunity.

As experts in the field, we offer a unique and authentic learning experience. We challenge participants to apply the communication strategies necessary for practice in Ontario. Our focus on Intercultural communication, conflict resolution, and problem solving skills are not only transferable, but vital to the success of all health care professionals.

Please visit Touchstone Institute's website to learn more.