

XR Innovation for Healthcare

Facilitator Guide to Using the Videos

Description

This series of 360 videos were created to support health care providers in their care of patients who are Deaf or hard of hearing. The videos provide an immersive experience to allow health care providers to:

1. Engage in an immersive experience to view short episodes of care involving patients who are Deaf or hard of hearing.
2. Demonstrate practices that can improve the experiences for patients who are Deaf or hard of hearing through reflection.
3. Demonstrate best practices in working with health profession students who are hard of hearing.

The layout of the video clips, follow a pattern of showing experiences that are less than optimal followed by episodes demonstrating more optimal practices. The videos are not meant to be all encompassing but rather an opportunity to experience situations that will provide the learner with opportunities for discussion and exploration of best practices in providing care.

There are four videos in this series. They were developed based on input from the Deaf community, healthcare professionals and medically qualified interpreters.

Each video has an introduction, several scenes and debriefing questions after each clip to support reflection and discussion.

*Please note, the videos were developed during the 2020 COVID-19 Pandemic, which required all of the actors to wear masks. This was not always part of the video scripting, however it did allow us to demonstrate the use of clear, see through masks in some of the videos.

Videos

1. Delivering Difficult News

In this video series, we experience a situation in which our patient was involved in a serious Motor Vehicle Accident and brought to a local emergency department for care. The patient is unconscious and intubated and is very unstable. The family was contacted and a neighbor drove the husband to the emergency department. The husband is Deaf and communicates using American Sign Language. The staff in the emergency department were not aware of this fact when the husband arrived.

Facilitator Introduction to Delivering Difficult News

This video provides background information for the video clips.

Arrival to the Emergency Department-Scene 1

In this video, we find out upon arrival the family member is Deaf and the neighbor is unable to help.

Arrival to the Emergency Department-Scene 2

In this video, our health care provider tries to engage the family member in using writing to communicate, there is increasing frustration noted.

Arrival to the Emergency Department-Scene 3

In this video, the family member is brought into the room, still not understanding everything and this leads to a very unfortunate situation.

Arrival to the Emergency Department-Scene 4

In this video, the emergency department staff implement a better way to communicate with the patient's family member with a video interpreter. The health care provider also uses a protocol to

delivery difficult news called SPIKES. The result is a better understanding of the family member and although still emotional, they have the information they need.

Debriefing Questions for arrival to the Emergency Department after each scene

These questions will help the learner reflect on each of the video scenes.

2. Healthcare Office Visit

In this video series, we explore the communication challenges that can occur during a healthcare visit. Our patient has come to the clinic for some health concerns. He is hard of hearing.

Facilitator Introduction to Healthcare Office Visit

This video provides background information for the video clips.

Visit to the Provider Scene 1

In this video, we meet our patient and provider and observe the challenges experienced by our patient who is hard of hearing.

Visit to the Provider Scene 2

In this video, we meet our patient and provider again and observe a different way of interacting, which improves the communication.

Visit to the Provider Scene 3

In this video, we see the progression of the visit and observe additional challenges experienced by our patient who is hard of hearing.

Visit to the Provider Scene 4

In this video, we see the progression of the visit and observe a different way of interacting, which improves the communication.

Debriefing Questions for Visit to the Provider after each scene

These questions will help the learner reflect on each of the video scenes.

3. Advanced Practice Registered Nurse (APRN) Student and Preceptor Interaction

This video series introduces us to an APRN nursing student and her preceptor. The video clips show several scenes as they prepare for patient care rounds. The student is hard of hearing and the preceptor is not aware of that fact when they first meet. The learner will be immersed in each scene to determine the challenges encountered and learn new strategies to improve the communication process.

Facilitator Introduction to APRN Student and Preceptor

This video provides background information for the video clips.

APRN Student and Preceptor Scene 1

In this video, we see the initial meeting between the preceptor and the student who is hard of hearing. Communication challenges become evident as the conversation progresses.

APRN Student and Preceptor Scene 2

In this video, we see the initial meeting between preceptor and student who is hard of hearing. As the meeting progresses, we see our student provide some recommendations to improve the communication process.

APRN Student and Preceptor Scene 3

In this video, we see the challenges encountered when they go to meet their first patient.

APRN Student and Preceptor Scene 4

In this video, we see how the student's recommendations improve the communication process as they go to meet their first patient.

Debriefing Questions for APRN Student and Preceptor after each scene

These questions will help the learner reflect on each of the video scenes

4. Providing Health Education

This video series introduces us to our patient who is Deaf and her father who is hard of hearing. We also meet the medical interpreter who is present for the interaction and education. The learner will be immersed in several scenes to understand the challenges and best practices in working with medical interpreters.

Facilitator Introduction to Providing Health Education

This video provides background information for the video clips.

Providing Health Education Scene 1

In this video, we meet our patient, observe the interactions between the provider, patient, family and medical interpreter, and observe their initial communications.

Providing Health Education Scene 2

In this video, we revisit the initial meeting and observe some improvements in the communication process.

Providing Health Education Scene 3

In this video, we see what happens after our patient is shown a video education clip. The video did not have closed-captioning.

Providing Health Education Scene 4

In this video, we revisit the experience with the video education clip that included closed-captioning.

Providing Health Education Scene 5

In this video, we see the attempt by the health care provider to teach our patient how to give herself an insulin injection. The challenges with the pace and medical interpret use are shown.

Providing Health Education Scene 6

In this video, we see a different method used by the health care provider to teach our patient how to give herself an insulin injection. The pace and appropriate interaction with the medical interpreter are shown.

Debriefing Questions for Providing Health Education after each scene

These questions will help the learner reflect on each of the video scenes.

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