

# The Virtual Patient Bay

*The C.A.L.M. approach to nursing*



**Staff Engagement and Improving Staff Experience**

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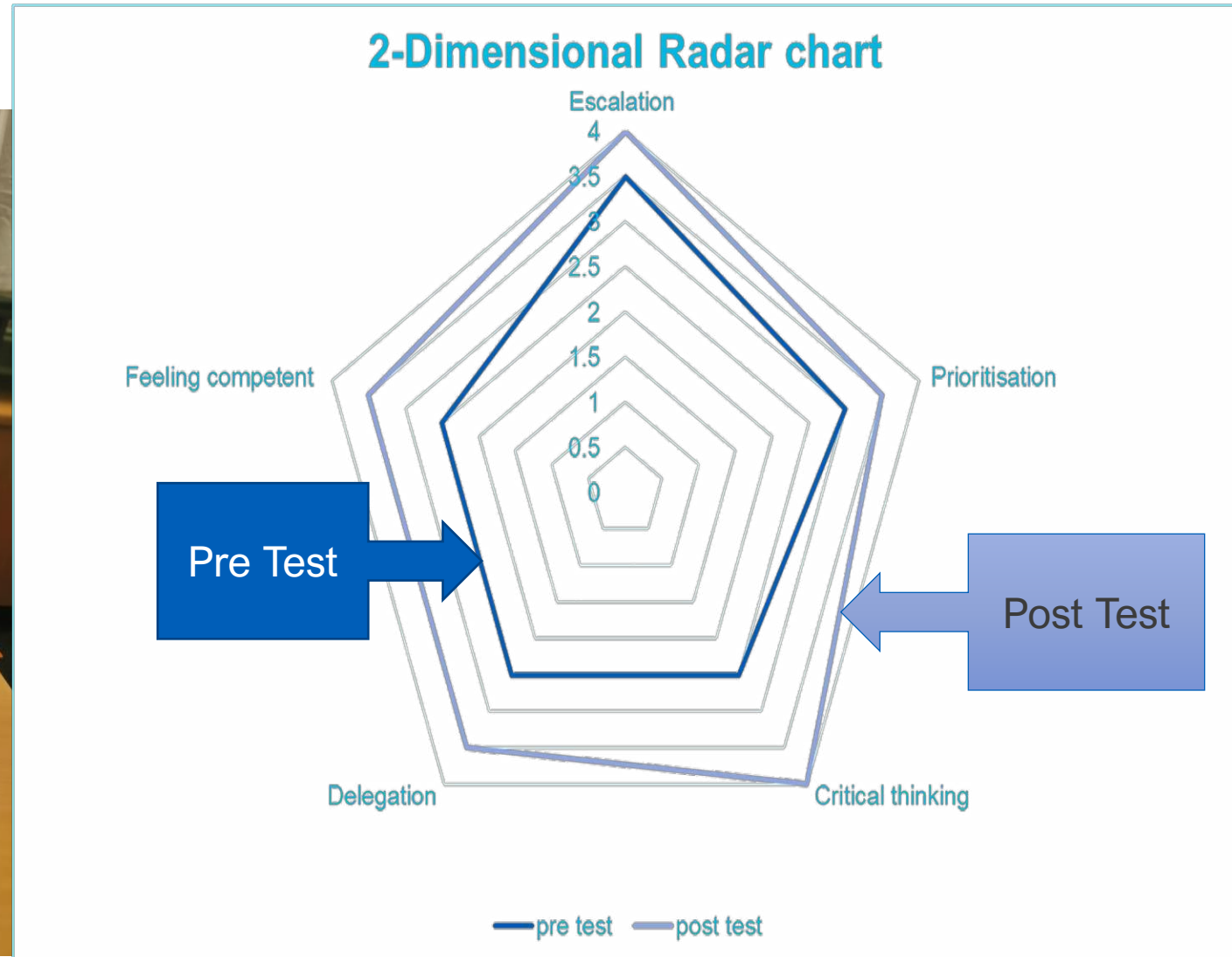
**In collaboration with:**

## Background

- ❖ Newly qualified nurse journey
- ❖ Local survey
- ❖ Concerns



# How it all began .....



Assessing own development pre test and post test (6 – weeks)



# What is C.A.L.M?



**C**

Can't wait must be done now

**A**

Action as soon as possible

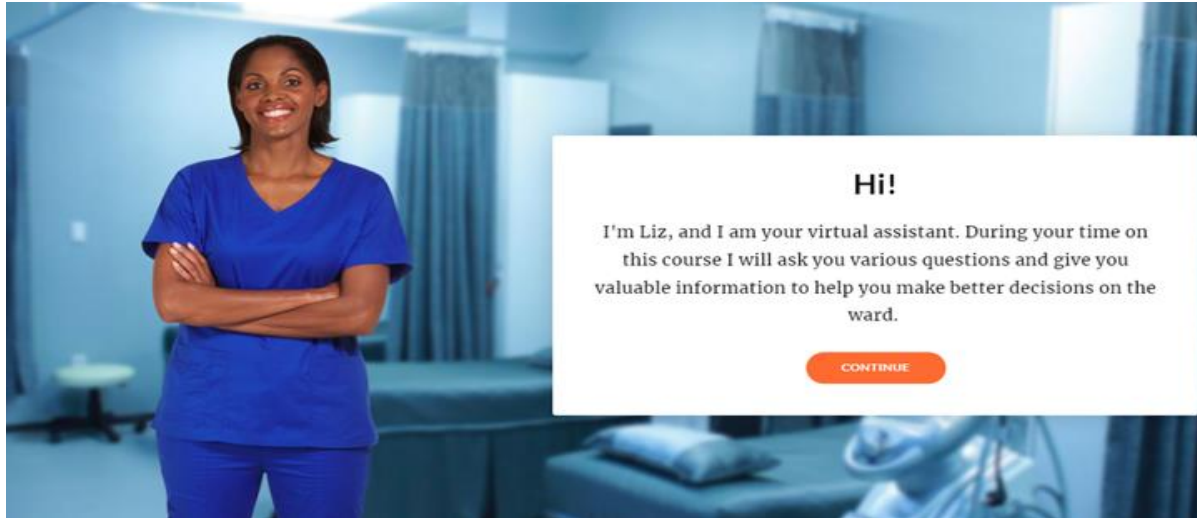
**L**

Look to do soon rather than later

**M**

Make time later or handover

# Second phase..



**Hi!**

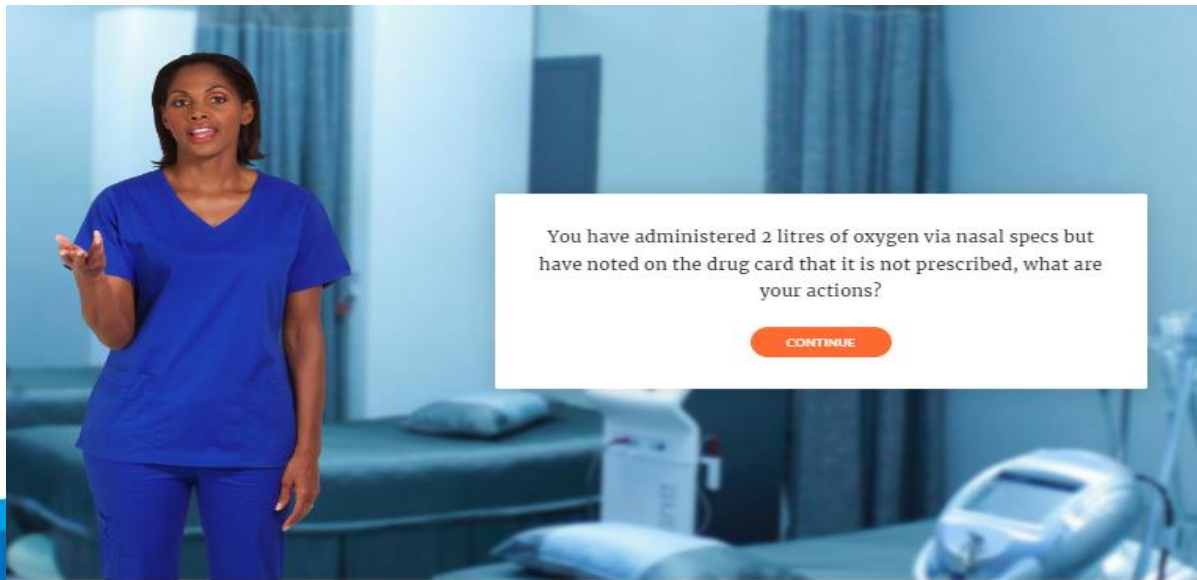
I'm Liz, and I am your virtual assistant. During your time on this course I will ask you various questions and give you valuable information to help you make better decisions on the ward.

**CONTINUE**

In the section below drag and drop your answer in the appropriate box.

Do we suspect that this patient may have SEPSIS?

**Yes**      **No**



You have administered 2 litres of oxygen via nasal specs but have noted on the drug card that it is not prescribed, what are your actions?

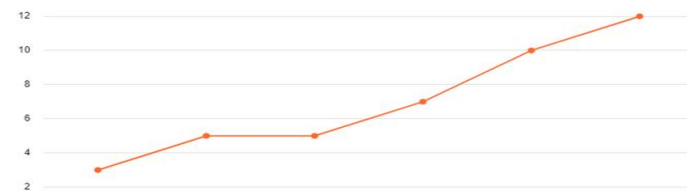
**CONTINUE**

## Why?

NEWS2 score 7 or more: is the emergency response threshold. Mavis Scored the following on her observation chart before the scenario:

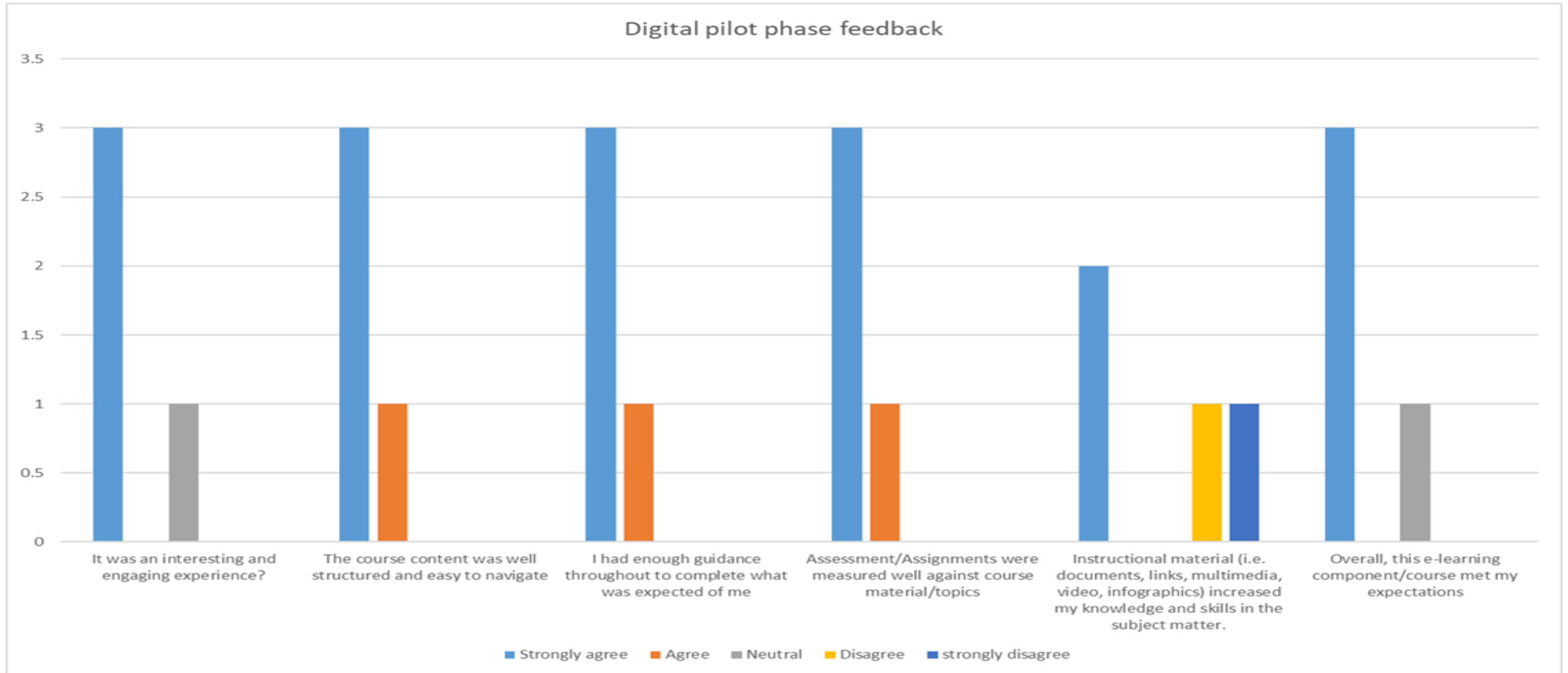
**i** Hover over the graph below to see how the NEWS2 score changes.

NEWS2 Total Before (Score for each item is the total at that point)



Jump to...

# Results





# Challenges

- ❖ Transcribing
- ❖ Time
- ❖ Peer reviews



# Successes...



- ✓ MDT approach
- ✓ Stakeholder engagements
- ✓ Launched Trust-wide & Nationwide
- ✓ Multiple nominations
- ✓ Buy in from the Senior Nursing Leadership team in the Trust
- ✓ Adaptable to other organisations

**WE HAVE BEEN SHORT-LISTED**

for the Patient Experience Network National Awards 2024

#PENNA24

3<sup>rd</sup> October 2024

University of Birmingham

 **Picker**



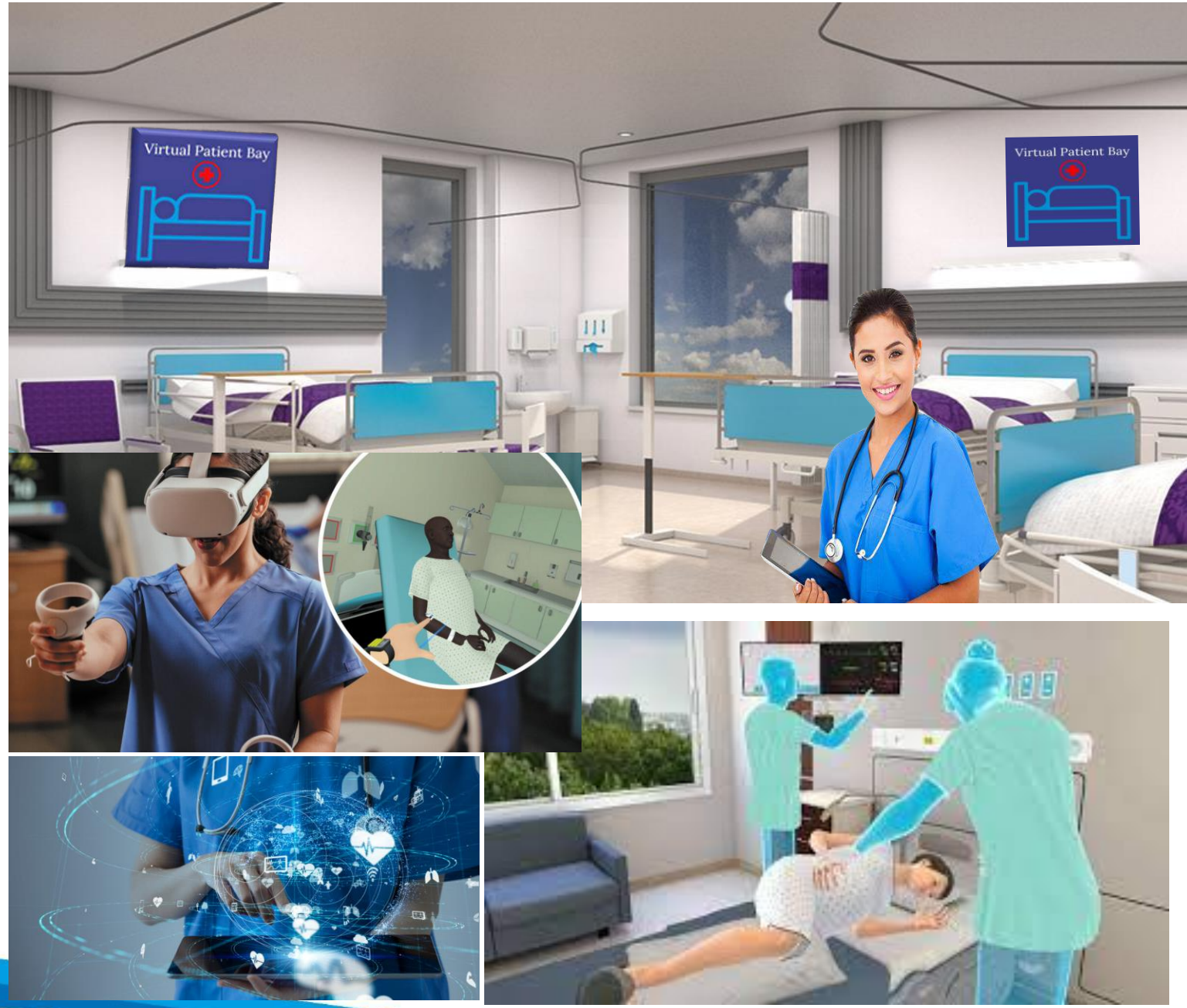
**Nursing Times**  
**Workforce Summit & Awards**  
**Finalist**

**People First Recognition AWARDS**



# The future...

- ❖ Immersive learning
- ❖ Opportunity for educational pathway for the NQN
- ❖ Potential VR platform
- ❖ Publication



# Credits..

The Virtual Bay Project would not have been a success without the valuable help and support from the following people;

**Daniel Jones:** Digital e-Learning analyst, DREEAM, NUH  
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# Thank you for listening

감사합니다 Natick  
Danke Ευχαριστίες Dalu  
Grazie Thank You Köszönöm  
Спасибо Dank Gracias  
谢谢 Merci Seé  
ありがとう

Obrigado



Rebecca

Louise

Nicolene

Daniel

Gemma