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# Reflexive Simulation, discovering how work is done

Initiative Type

Education and Training

Status

Deliver

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<https://clinicaexcellence.qld.gov.au/improvement-exchange/reflexive-simulation>

## Summary

The Clinical Skills Development Service (CSDS) in collaboration with Metro North Hospital and Health Service's (MNHHS) Clinical Operations Strategy Implementation Unit assembled a project team to explore the use of Reflexive Simulation as a quality improvement and diagnostic tool to inform the development and refinement of the MNHHS Stroke Guideline. This resulted in a major leap forward in healthcare education with a world first Reflexive Simulation live stream event. The

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project was a finalist in the Pursuing Innovation Category at the 2017 Queensland Health Awards for Excellence.

## Key dates

Jan 2017

Dec 2017

## Implementation sites

Metro North Hospital and Health Service

## Partnerships

CSDS has partnered with the Clinical Excellence Division (CED) to develop a comprehensive improvement framework where leaders, facilitators, educators and clinicians can share, learn and journey through an individualised improvement pathway.

## Key Contacts

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## Aim

Incorporate systems thinking, human factors, resilience engineering, video-reflexive-ethnography, facilitation and simulation.

## Benefits

- Identifies the systemic causes to develop innovative solutions
- Improves co-design process to develop a shared understanding
- Capturing of real situations, events and patient experiences

## Background

Reflexive Simulation allows for the analysis of systems and processes for participants through facilitation of learning experiences in a safe, realistic environment. This Reflexive Simulation event focused on an acute stroke patient's journey through the Queensland Health system. Presenting at the Caboolture Hospital Emergency Department, the patient's journey was followed through the stroke pathway of assessment, diagnosis, initial treatment and transfer to the Royal Brisbane and Women's Hospital (RBWH) to receive critical lifesaving treatment.

## Solutions Implemented

Over a 12 week period, front-line staff were involved in sense-making and co-design activities that helped create a world first live streamed simulation event. The data collected has been incorporated into a comprehensive report that will help inform the Metro North HHS's stroke guidelines.

## Evaluation and Results

Following the exercise, debriefs encouraged participants to reflect on perceived learnings and influences on their performance, encouraging discussion, collaboration and staff-led innovation in the workplace. Capturing the event on film allowed for a wider, detailed analysis and discussions with stakeholders to identify efficiencies and interdependencies in teams, and research opportunities to implement system improvements.

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## Lessons Learnt

Reflexive Simulation learnings provide CSDS with further insight into how to design training programs for complex clinical environments and integrate education methods to enhance patient care and drive systems and safety improvements to inspire change across Queensland Health.

## Further Reading

[Clinical Skills Development Service Website - Reflexive Simulation](#)

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