

ORGAN / TISSUE / EYE DONATION FAMILY APPROACH REFRESHER SESSIONS

A. CONCEPT

Organ, tissue, and eye donation family approach interactions involve extremely high stakes: recipients' well-being and lives hang in the balance (as well as the healing and well-being of the potential donor families). Given what's at stake in these interactions, there is little room for error, and NO room for experimentation. Regular, ongoing practice is called for. Practicing on real families, however, is clearly not acceptable. With that in mind, EffectiveArts, a leading simulation-based training and development firm, provides our *Laboratory with No Consequences*™ -- family approach scenarios using uniquely-trained professional actors that, according to participants, are indistinguishable from real life.

These sessions are designed to be like "going to the gym." They are designed as a follow-on to the EffectiveArts Advanced Family Approach Training™, and it is suggested that they are offered on a quarterly or bi-monthly basis to ensure an adequate training frequency. The intended benefits and uses are:

- ▶ Ongoingly develop family approach skills.
- ▶ Increase confidence in approaching families.
- ▶ Develop a collection of best practices.
- ▶ Establish a Learning Community where all requestors learn from each other and mutual support becomes commonplace.
- ▶ Provide a meaningful forum for requestor assessment and evaluation (since most family approaches are done alone, managers rarely get the opportunity to witness coordinators' skills).
- ▶ Provide practice for second-tier/ back-up family approach staff who don't get the opportunity to approach families regularly (without regular practice, these staff can get "rusty").

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B. DETAILS

Frequency: Recommended quarterly or bi-monthly.

Attendance: All available requestors.

Material: Each session's simulations are designed based on specific requests by management and requestors.

Coaching: The simulations are designed to include: start / freeze / get coaching / start / stop / reflect. Coaching is provided by managers, senior requestors, peer requestors, and EffectiveArts staff. Learning-objective -based feedback is also provided by the actors.

Evaluation: The EffectiveArts Family Approach Evaluation Grid is used to rate requestors' competency in the simulations, and competency statistics are tracked over time for each requestor. Competency statistics are also used as a diagnostic tool for personalized requestor training, and are linked to and correlated with individual and group family consent rates.