

Simulation patient education in ethics 1 ECTS

LESSON 2: Patient experience and some practical tasks

EthCo-team 22.5.2025



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Contents in this course

▷ Welcome words and get to know each participant

▷ Introduction of the Course

NOTE! You should have been as a participant in simulation before this course

▷ **Ethical situation in multiprofessional team, Moral Distress, Ethical safety**

Lesson 1 Simulation as a learning/teaching pedagogy

Simulated Patient as a concept

Lesson 2 **Case based acting, Patient experience and some practical task**

Case Based acting -Communication (verbal/nonverbal)

Emotions, voices

Lesson 3 Giving relevant feedback to students after simulation

Task Video simulation and reflection (1 hours)

Simulation patient as a concept

Simulated Patient is a person trained to replicate a clinical encounter **realistically**.

Simulated Patient provides healthcare students an opportunity to fine-tune **professional skills**, to gain **self-confidence** and be better able to instill confidence in patients

Patient experience

A positive patient experience can lead to:

Better health outcomes

Higher patient satisfaction

Greater trust in healthcare providers

Improved adherence to treatment plans

Emotions and feelings based on patient's experience

1. Access to care

- How easy is it to get an appointment?
- Are waiting times reasonable?

2. Communication

- Do healthcare professionals explain things clearly?
- Are patients listened to and involved in decisions?

3. Empathy and respect

- Are patients treated with dignity and compassion?
- Do they feel valued and understood?

4. Environment

- Is the clinic or hospital clean, safe, and welcoming?

5. Continuity and coordination

- Is care well-organized between different professionals?
- Are follow-ups and test results communicated clearly?

What aspects are part of the patient experience?

Communication and interaction

- Did the student speak clearly and understandably?
- Was their tone friendly and respectful?
- Did they truly listen to you?

Empathy and human connection

- Did it feel like the student cared?
- Did they acknowledge your emotions, concerns, or pain?
- Did the interaction feel human and compassionate?

Safety and comfort

- Did you feel physically and emotionally safe?
- Did the student ask for permission before touching or performing procedures?
- Was your privacy respected?

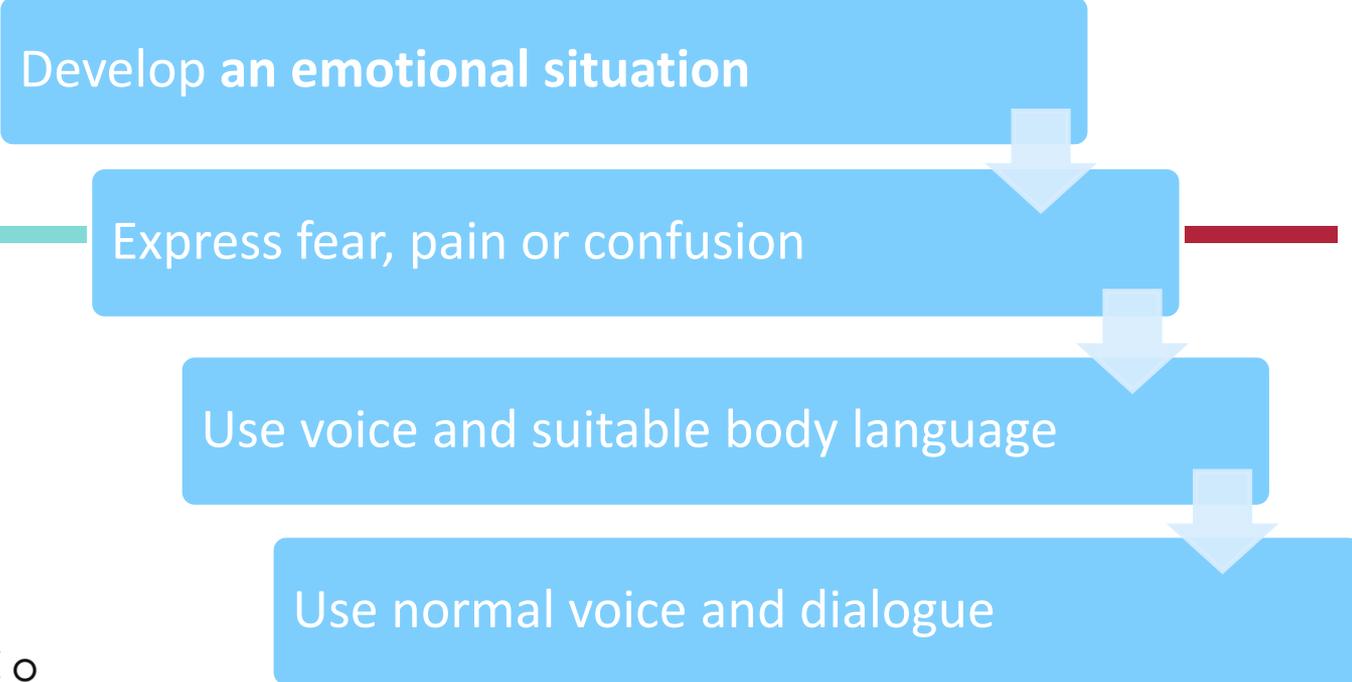
Calmness and presence

- Did the encounter feel calm or rushed?
- Were you given enough time to answer questions?

Case-based acting

To be a “**better**” patient during simulation
Some short training examples

Develop an emotional situation



Express fear, pain or confusion

Use voice and suitable body language

Use normal voice and dialogue

The patient doesn't speak -situation



The patient is unable to speak,
uses only body language



Any kind of situation in health
care

An emergency situation



An improvised situation is created fast and then nurse should react as fast as possible for patient's emotions and feelings.



Any kind of situation in health care

References

- ▶ Interviewed Actor H.S. In Turku UAS and updated material based on her opinions
- ▶ Saarijärvi, H. & Puustinen, P. 2021. Strategiana asiakaskokemus. Miksi, Mitä, Miten? Docendo OY, Jyväskylä. StatusPrint, Viro 2021. /Patient experience as a strategy.