True to Their Life-Using "Persona" to Develop Standardized Patients in a Simulation-Based Geriatric Training Course

Yung-Chen Yu[1], Ruei-Ning Su[1], Chia-Han Yang[2], Wei-Hung Lin[3,4], Chung-Ching Huang[5]

[1]Department of Nursing, National Cheng Kung University Hospital, College of Medicine, National Cheng Kung University, Tainan, Taiwan

[2]Institute of Creative Industries Design, National Cheng Kung University, Tainan City, Taiwan

[3] Education Center, National Cheng Kung University Hospital, College of Medicine, National Cheng Kung University, Tainan, Taiwan

[4]Department of Internal Medicine, National Cheng Kung University Hospital, College of Medicine, National Cheng Kung University, Tainan, Taiwan

[5]College of Design and Planning, National Cheng Kung University, Tainan, Taiwan

Introduction: Simulation-based training (SBT) is prevalent in healthcare training. Because of the heterogeneity of elderly adults, creating standardized patients and care scenarios is challenging. We demonstrated how we transformed personas in geriatric service design into persona-based geriatric SBT and what the stakeholders reflected on this SBT.

Objectives: Our study aims to develop standardized patients and care scenarios using service-design personas and examining the preliminary effect in geriatric SBT.

Methods: We selected and transformed elderly patients' and caregivers' personas, developed by a parallel service-design research program, into training materials. We designed a geriatric SBT and asked standardized patients to perform those scripts from field observation and persona. In this process, we collected feedback from training participants, preceptors, and standardized patients.

Results: Eight characters, including patients and caregivers, were developed. In this geriatric SBT, participants expressed a feeling of real context compared to an ordinary clinical experience. Also, participants better understood elderly patents when interacting with standard patients. Preceptors reflected that persona-based SBT is more reasonable than previous SBT as the care scenarios developed by field observation are solid and practical. Although standardized patients were same or little younger than their performance characters, interestingly, they agreed with those care scenarios which they felt were like their everyday life or upcoming future. As a result, standardized patients felt it is meaningful to perform their characters because they contributed to better geriatric training.

Conclusion: Service-design persona is a feasible method to develop suitable standardized patients and scenarios in geriatric SBT.