STRIDE

Strengthening Translational Research In Diverse Enrollment

Session 3:
Sims 2, 3, 4 & the Fishbowl

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Session 1 Key Points

- Simulation can ***expand knowledge*** and ***improve behavior***
- STRIDE seeks to ***increase the diversity of participants*** in clinical trials
- People of color may ***mistrust*** medical staff and researchers
- Current research ***protects*** human subjects (i.e. ***Informed Consent***)
- Checklists help raters ***focus on relevant behaviors***
- STRIDE raters use "yes/no" to score ***if specific behaviors occurred***:
  - ***Greet, Inform, Close***
  - ***Show Respect, Assess Understanding, Show Empathy***
- STRIDE raters use "1-5" to score ***how effective behaviors***:
  - ***Establish rapport***
  - ***Respond to emotion***

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- Effective feedback relies on direct observation, self-assessment and is:
  - Limited and prioritized (by time and learner performance)
  - Gentle, not subtle
- Feedback in the Fishbowl
  - Safe for the learner (non-judgmental language and permission-seeking)
  - Promotes ***brief targeted practice*** of a specific skill or word choice
- RAs have a hard job: ***complete a process*** and ***build a relationship***
- ***Empathetic communication saves time, increases patient understanding***
- RAs can improve communication skills via deliberate practice to:
  - ***Show respect***
  - ***Assess understanding***
  - ***Show empathy***

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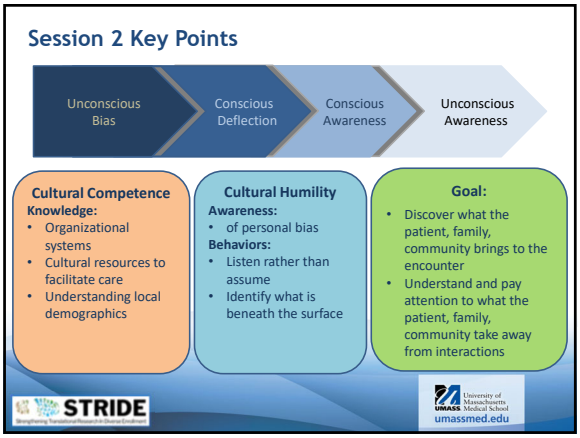

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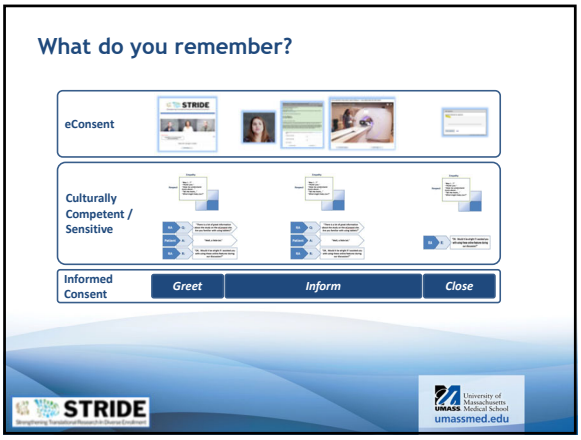

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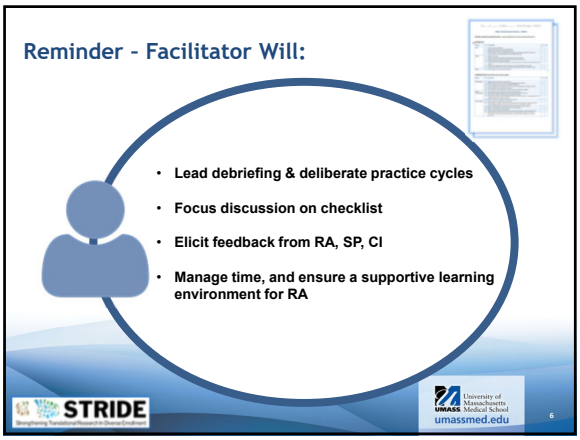

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Let's do Sim #2!

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Sim #2 - Debrief: RA Self Reflection

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Sim #2 - Deliberate Practice

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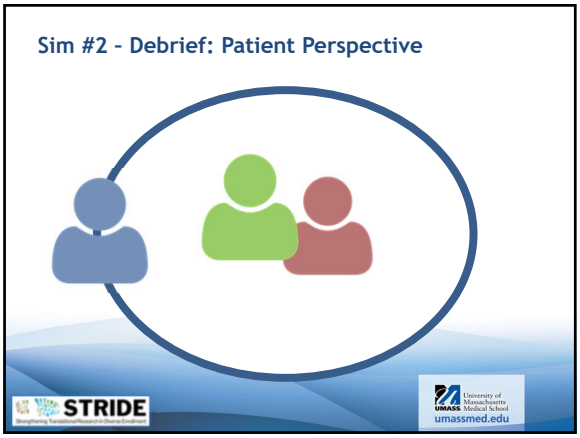

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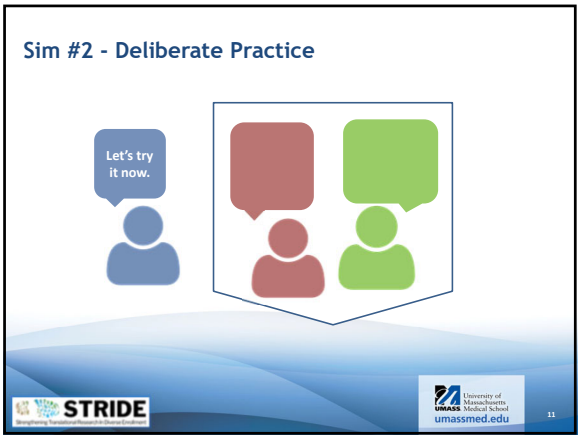

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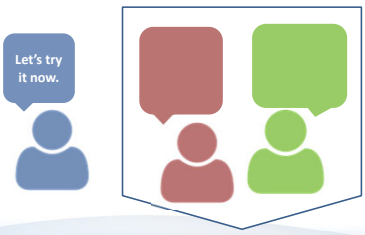
Sim #2 - Deliberate Practice



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Sim #2 - Key Points

Checklist Domain	Case Challenge	Effective Behavior
Show Respect	• Juanita is confused, afraid for her baby, emotional, and very vulnerable	
Assess Understanding	• Juanita answers the phone in Spanish	
Show Empathy	• Juanita wants to engage with the RA, but simply can't complete the discussion	

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Sim #2 - Key Points

Checklist Domain	Case Challenge	Effective Behavior
Show Respect	• Juanita is confused, afraid for her baby, emotional, and very vulnerable	• Take time to acknowledge her concern and communicate that this call is not related to her baby's health
Assess Understanding	• Juanita answers the phone in Spanish	• Ask if she is comfortable speaking in English, learn what resources you have for other languages
Show Empathy	• Juanita wants to engage with the RA, but simply can't complete the discussion	• Be encouraging and supportive, offer her the option of scheduling another time to talk

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Let's do Sim #3!

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Sim #3 - Debrief: RA Self Reflection

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Sim #3 - Deliberate Practice

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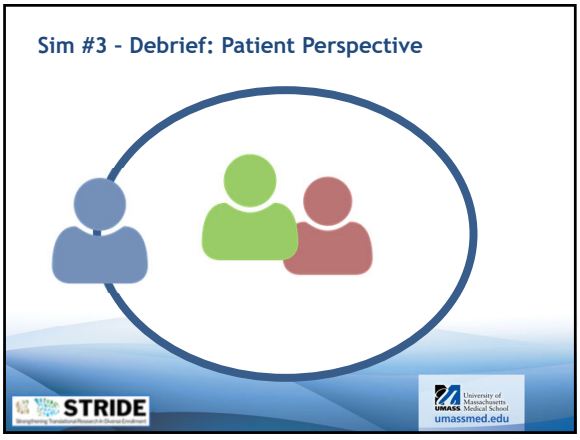

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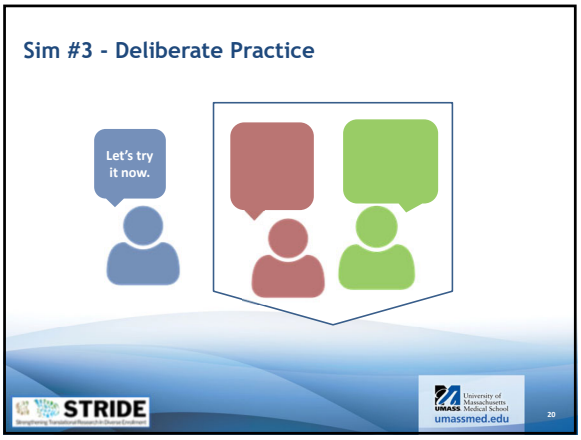

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Sim #3 - Deliberate Practice

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Sim #3 - Key Points

Checklist Domain	Case Challenge	Effective Behavior
Show Respect	• Bodriyah is very interested in compensation for her participation	
Assess Understanding	• Bodriyah seems dismissive of the study risks	
Show Empathy	• Bodriyah recently got health insurance • Bodriyah has a plan and goal she is attempting to fulfill	

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Sim #3 - Key Points

Checklist Domain	Case Challenge	Effective Behavior
Show Respect	• Bodriyah is very interested in compensation for her participation	• Meet the patient where she is, be open to people's motivations as long as they have clear understanding
Assess Understanding	• Bodriyah seems dismissive of the study risks	• Use teach-back to help assess her understanding
Show Empathy	• Bodriyah has a plan and goal she is attempting to fulfill	• Acknowledge and support her goal

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Let's do Sim 4!

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Sim #4 - Debrief: RA Self Reflection

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Sim #4 - Deliberate Practice

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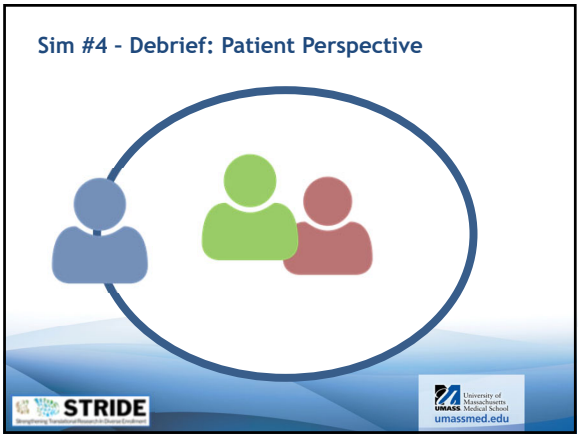

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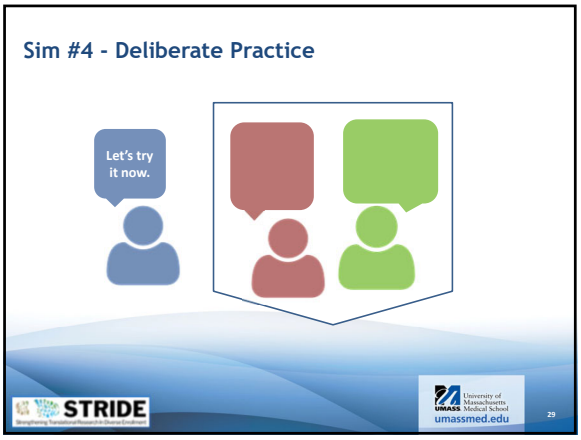

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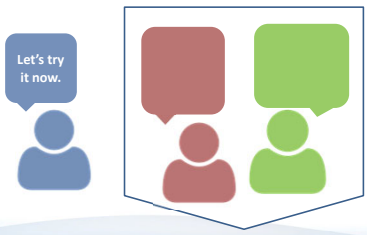
Sim #4 - Deliberate Practice



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Sim #4 - Key Points

Checklist Domain	Case Challenge	Effective Behavior
Show Respect	• Dennis is well-educated and financially secure • He is annoyed by others mispronouncing his name, and treating him as though he is not intelligent	
Assess Understanding	• Dennis is concerned about the security of his personal information	
Show Empathy	• Dennis is self-conscious about engaging in physical activity that does not seem masculine to him	

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Sim #4 - Key Points

Checklist Domain	Case Challenge	Effective Behavior
Show Respect	• He is annoyed by others mispronouncing his name, and treating him as though he is not intelligent	• Repeat his name to get it right, and use it several times in the discussion
Assess Understanding	• Dennis is concerned about the security of his personal information	• He has a high level of understanding, try to meet his intellectual level without assuming too much
Show Empathy	• Dennis is self-conscious about engaging in physical activity that does not seem masculine to him	• Acknowledge his concern and help to identify other benefits that might make him more comfortable

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This is What We Have Learned…

- Simulation can ***expand knowledge*** and ***improve behavior***
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Please complete

STRIDE Research Assistant Post-Intervention Questionnaire

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Session 3: Wrap Up!

- What did you learn that you will bring forward?
- How will you apply what you learned?
- Any remaining questions?

- Please take a minute to complete the commitment to change letter – and share your email if you are interested in receiving these your our collected key points.

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Thank you for your time and engagement.
It has been wonderful working together.

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Citations

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