

Communication Simulation using Dominoes

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Center for Faculty Excellence
Showcase on Teaching

The Carolina Club
University of North Carolina at
Chapel Hill <> November 2, 2018

Objectives

At the end of this session, participants will

- understand how to use dominos to simulate communication challenges
- identify one idea for implementation of this learning strategy into their teaching.



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The single biggest problem in communication is the illusion that it has taken place.
George Bernard Shaw

Training about Communication Challenges

- Workshops and courses
 - Healthcare practitioners
 - Interprofessional learners
- Outcomes (Lessons learned)
 - Challenges with communication
 - Importance of asking clarifying questions
 - Impact of hierarchy on communication and potential safety issues
 - Self reflection on communication style

Rural Interprofessional Health Initiative (RIPHI)

- **Fall/Spring semester:** Students from 8 health profession's schools complete a 3-credit hour didactic session focused on population health and quality improvement
- **Spring/Summer semester:** clinical immersion experience and QI project in rural and underserved communities
- Insights from Dominoes with interprofessional student pairs:
 - Communication styles and expectations
 - Social and environmental influence
 - Trust
 - Reflecting back and checking for understanding
 - “Domino effect” when intended information is not accurately expressed/received

Dominos Exercise

created by

Joe Halbach, MD, MPH & Kathy Pischke-Winn, MBA, RN

Halbach, J. L. & Sullivan, L. (2002) Medical Errors and Patient Safety: A Curriculum Guide for Teaching Medical Students and Family Practice Residents. New York Medical College Department of Family Medicine

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Goals of Exercise

Teams will

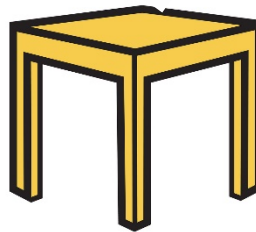
- replicate a domino configuration based on given instructions **without** feedback – Round 1.
- replicate a domino configuration based on given instructions **with** feedback - Round 2.
- reflect on experience during debrief.

Teams

- Organize yourselves in dyads
- Decide who will initially be in each role:
 - Receiver (can use who has longest hair)
 - Communicator (can use who lives closest to meeting site)

Gameplay

- Two rounds
- Two chairs are placed back to back with one facing the table



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Round 1

- **Communicator** sits with back to Receiver with domino picture from Round 1 envelope
 - Describe domino photo to Receiver **WITHOUT LOOKING AT DOMINOES**
 - **Receiver** sits facing the table with a set of Dominoes.
 - Remain SILENT
 - **WITHOUT LOOKING AT PHOTO** arranges dominoes following instructions with intent of matching the photo.
- Time allotted: 5 minutes

Round 1 Debrief

- Does the domino configuration match the photo?
- What went well?
- What were the challenges?

Round 2

- Rotate positions
 - You have **30 seconds to brief** before the exercise begins
 - DO NOT look at picture or dominos
 - When start is called, the Communicator describes the photo (Round 2 envelope)
 - Receiver arranges the dominoes in an effort to match the pattern.
 - EVERYONE can talk (ask questions, clarify, etc.)
- Time allotted: 5 minutes

Round 2 Debrief

- How well does the configuration match the photo?
- What went well?
- What was the impact of briefing?
- What was challenging?

Overall Debrief

- How self aware are we of how we communicate?
- How does hierarchy impact communication?
- How do we deliver communication effectively?
- How does the message sent match the message received?

Take Aways

- What stands out for you?
- Who can these roles represent?
- How can you modify the exercise to use in your teaching/learning activities?

IPEP



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