

THE INTERACTIVE SCENARIO BUILDER (ISB): A TOOL FOR CREATING ONLINE PATIENT-PROVIDER INTERACTIONS

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Introduction

The Interactive Scenario Builder (ISB) is a tool that generates online scenarios that simulate a patient-provider interaction. The ISB interface is extremely easy to use and requires no knowledge of programming. Once you have planned your scenario, simply enter the information into the ISB, click a button, and the program automatically generates a web-ready scenario. The ISB is flexible enough that it can be used to create scenarios in virtually any context, which gives learners an opportunity to practice with a wide range of patients and situations.

Abstract

The Interactive Scenario Builder (ISB) is a tool created at the University of Minnesota that generates online scenarios that simulate a provider-patient interaction. We will present the tool, show examples of scenarios, and discuss how scenarios can be used in courses.

In a scenario, the learner plays the role of a healthcare provider who is interacting with a virtual patient. Learners ask the patient questions by selecting items from a “superlist,” which includes a variety of questions – some appropriate, some inappropriate. The patient provides a unique response to each question. As the author of a scenario, you write the questions in the superlist. You can categorize the questions according to a model (for example, using the “PEARLS” model to improve patient-provider communications).

After the interaction, learners receive feedback on the items they selected, and then move on to select a plan of care for the patient. The plan of care screen functions much like the patient interaction where the learner selects plan of care options from a superlist.

The ISB can simulate virtually any patient-provider interaction. Scenarios provide learners with:

- An opportunity to practice applying interview guidelines
- Experience identifying salient information from a patient interview
- An instructional approach that facilitates critical thinking skills more than simple multiple-choice questions
- Practice formulating a plan of care
- Exposure to a diverse range of patient issues, including those they may not commonly encounter
- A way to gain confidence in a challenging situation prior to an actual in-person interaction