

Investigation – Role Play
Non-Long Term Care Learning Activity

Item	Description
Objective:	Given a scenario, surveyors will identify the key components and communication elements of the four major interviewing skills.
Prior to Class:	Print copies of the scenario and observer checklist for each class participant. Provide a flip chart for each group.
Total Time for Activity:	One hour 15 minutes, depending on class size and activity level.
Set-Up:	Distribute a scenario and observer checklist to each surveyor. If class is large enough, divide the class into groups. Provide each group a flip chart to document the answers to the questions.

Step:	Preceptor Instructions:	Activity Time:
1.	Give the new surveyors time to read the directions and scenario. Have each group document their answers to the discussion questions on the flip chart provided. Ask the groups to discuss possible interview techniques to use for each interview.	10 min.
2.	Ask for volunteers to play each role: Suzy Surveyor and at least one but not more than three characters identified to be interviewed. The remainder of the class/group will be the Observers.	5 min.
3.	Provide volunteers time to prepare their “approach” or answers for the interview. Give the Observers the checklist and explain that their role is to identify the elements of interviewing used by Suzy and document any comments on their checklist. Ask the question, “Did Suzy successfully apply the interview components and skills in the interview?”	5 min.
4.	The groups conduct the role-play. As the groups are completing this task, walk around the room and listen to the conversations. Provide direction where appropriate.	20 min.
5.	Ask Observers to share the results of their checklists. Discuss observations and directions.	10 min.

Citation: State Operations Manual (SOM), Chapter 1-Program Background and Responsibilities

Citation: Introduction to Surveying for Non-Long Term Care Course; Module 3, Lesson 3, Investigative Skills

Provider Type: NLTC

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Step:	Preceptor Instructions:	Activity Time:
6.	If time allows, rotate the roles until each participant has played the role of Suzy.	20 min.
7.	Debrief by discussing key points, including good communication techniques evidenced during these interactions.	5 min.

Date:
Surveyor:

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Directions: Read through the scenario and discuss the two questions. As a group, identify three people to interview and three questions to ask each interviewee. Document your answers on the flip chart provided.

Scenario: Patient Elopement

Patient X, a 6'8" 240-pound male, was seen in Hospital XYZ's Emergency Department (ED). Patient X was brought to the ED from the airport, where he had been forcibly removed from a plane for physically assaulting a flight attendant. Reports from the flight attendant and persons on the plane indicate that Patient X was rude and talking loudly to people that were not really there. In the ED, Patient X was examined by the ED physician who determined that he had a psychiatric emergency medical condition, presented a threat of harm to himself and/or others, and needed admission to a hospital that had psychiatric beds. While awaiting transport to effect a transfer to a psychiatric hospital, Patient X was left unattended in a locked room in a secured passageway. The nurse that was working in that area was in another room tending to another patient. While the nurse was occupied, Patient X used a chair and linens to reach the ventilation duct in the ceiling. The patient was able to loosen the screws and remove the cover of the ventilation duct. The patient then used the ventilation duct to travel from his room to another area in the secured passageway.

Around this time, Laboratory Technician Y arrived in the secured area to collect specimens from several patients, including Patient X. As Laboratory Technician Y entered the area, Patient X exited through the same door, held open by Laboratory Technician Y as seen on video. Patient X was able to pass through the security doors of the facility and passed the gate security guards. The police discovered Patient X several hours later in a nearby cemetery garden loudly admiring the beauty of the landscape.

Date:

Surveyor:

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Directions: Two surveyors will enact a role-play that includes Suzy Surveyor and one of the characters selected for an interview. Listen carefully in order to identify components or elements of effective interviewing.

In the left hand column, the observer checks off the communication skills and elements that were portrayed correctly. In the “Comments” section, note which elements or skills were overlooked. These items are reinforcement points for discussion upon conclusion of the role play.

Checklist

<input checked="" type="checkbox"/>	Item	Observer Comments (if any)
<input type="checkbox"/>	Character interviewed	
<input type="checkbox"/>	Proper planning and preparation	
<input type="checkbox"/>	Appropriate opening	
<input type="checkbox"/>	Open-ended questions	
<input type="checkbox"/>	Clear objectives in questioning	
<input type="checkbox"/>	Acknowledge participation and thank participant	
<input type="checkbox"/>	Say how long interview will last	
<input type="checkbox"/>	Provide contact information	
<input type="checkbox"/>	Answer any questions	