This exercise can be adapted for any department or scenario in your organization. Here’s how:

1. Ask staff who provide direct patient care about common questions they receive from patients, particularly questions that the staff feel put them in a difficult or awkward situation. Also ask patient and family partners about situations they have experienced that prompted more questions, awkwardness, or the feeling of not knowing what the next step is.
2. Take the top 4-5 answers and develop scenarios based on the feedback received.
3. Request patient and family partners and staff to volunteer to participate in one or all of these scenarios. This will be role-playing. No script needed! Just have them say and do their normal process whether they are a patient or a staff member.
   1. Educate all parties on the goal – this is not a “gotcha” exercise, it is a learning opportunity for all involved.
4. Document feedback from the entire group, and take special note of the “Aha!” moments.
5. Share feedback with the department at a huddle or department meeting.

Note: If they allow you to film this project, it can be used in the future as a great learning tool. Be creative and have fun with this! You will love what you learn from ALL parties involved!

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| **Scenario** | **Key Learnings** |
| **Hospital Lab Scenario #1**  Phlebotomist arrives to draw blood from patient for the 3rd time today. Patient asks, “You’re here again, what are you drawing now? |  |
| **Hospital Lab Scenario #2**  Patient requires their blood drawn. When the phlebotomist arrives, the patient is asleep and in a dark room. |  |
| **Cancer Center Lab Scenario #3**  Patient tells phlebotomist that they are a hard stick and people always have trouble. |  |
| **Clinic Lab Scenario #4**  Patient has had their blood drawn. Now, they ask the phlebotomist, “How long before the results come back? Are you calling me with the results? ” |  |
| **Hospital Lab Scenario #5**  Patient needs blood drawn. Scenario focuses on AIDET. Then, the phlebotomist misses the stick. |  |