The first shift

AI for hospital induction and service trainers

6–10 trainers · 2 × 120 min online + 60 min peer practice

The training challenge

At a busy outpatient desk, a companion wants to know why an appointment was postponed. Design a five-minute fictional conversation that a colleague can run with a new staff member. Use AI to draft alternative responses, check them against a local procedure and write feedback that supports another attempt.

Learning outcomes

Define one observable behaviour and success criterion. Build two decision points, each with consequences and feedback. Identify an invented detail in an AI draft. Lead a briefing and debriefing, cite an observed behaviour and revise the scenario after another trainer tries it.

Who should join and what to bring

For staff induction coordinators, nursing educators and service trainers who know the role being taught. Bring a procedure approved for training and identify a local contact for questions. Use a computer, document editor and approved AI tool or shared demonstration. Enter only fictional situations in the tool. Keep identifiers and internal procedures outside it.

What the unit takes away

An editable five-minute simulation with a decision map, role cards, briefing, debrief questions and observation sheet. Participants work in pairs and practise in groups of three as staff member, companion and observer. The unit approves operational use separately.

Online group pilot · 90 min

Pilot / full programme, per group, before VAT where applicable.

Israel: 690 / 1,990 ILS • Finland: 190 / 590 EUR • Sweden: 2,100 / 6,500 SEK

The pilot fee is credited when the group continues within 30 days. Other countries and on-site delivery are quoted separately.

Teaching languages: English, Swedish, Danish and Hebrew. Norwegian by prior arrangement.

Session plan

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1 · Write the scenario and briefing · 120 min

20 min choosing a recurring conversation, naming observable success and recording typical preparation time. 25 min using INACSL guidance to draft role cards and a briefing covering purpose, confidentiality and the option to pause. 50 min mapping two consecutive decisions, generating alternative replies and checking each against the local procedure. Correct wording that gives the employee authority they do not have. 25 min testing the first decision and defining what the observer records.

Peer trial · 60 min

Another trainer reads the kit for 10 min, prepares and runs it for 15 min, reviews observations for 20 min and writes a 15 min revision log. Record two moments of hesitation and one exact utterance. Hand in the completed observation sheet and two justified changes.

2 · Debrief, revise and hand over · 120 min

35 min rehearsing a PEARLS debrief in threes and separating observed speech from assumptions. 40 min editing branches and feedback for clarity, privacy and feasible next steps. 25 min watching a different trainer run both decisions. 20 min applying behavioural feedback to a new case. Submit the revised pack and an individual feedback example.

Practice and assessment

The first shift

Two decisions at the desk

A companion says, “I took the day off. Why did you postpone the appointment?” If the employee offers a suitable private channel, the companion steps aside. If personal details are discussed aloud, the companion says others can hear. The companion then asks for tomorrow. A promise creates an expectation before availability is confirmed. An offer to check the procedure leads to a question about how the unit will reply.

Assessment and transfer

Score one point each for an observable goal, two decisions with consequences, behavioural feedback, independent delivery by a colleague, and respect for privacy and role boundaries. Four out of five are required, including both privacy and role boundaries. Correct and resubmit as needed. After a month the unit may review reuse and total preparation time, including checks.

Reading and source materials

INACSL (2025) · Healthcare Simulation Standards of Best Practice

Bajaj et al. (2018) · The PEARLS Healthcare Debriefing Tool

Eppich & Cheng (2015) · PEARLS debriefing framework

Elhilali et al. (2025) · AI-assisted simulation for communication skills