



Warm Handoff Plus

Role Play Scenario 1

Facilitator Instructions

1. As facilitator, play the role of the clinician.
2. Request a volunteer to play the role of the staff member. The staff member will engage in a Warm Handoff Plus with the clinician.
3. Provide the volunteer and the training group with information about the scenario. Page 2 contains the basic patient information.
4. Role play the scenario with the volunteer.
5. Using the discussion prompts (page 3), engage the training group in a learning discussion on what went well and what could be improved.

For All

Purpose

The staff member has just roomed the patient and will now engage in a Warm Handoff Plus with the clinician.

Basic Patient Information

Mr. Thomas is a 78-year-old male patient with uncontrolled hypertension who has come in for a scheduled visit for knee pain. Mr. Thomas is a fit and active man who is frustrated that his knee pain is preventing him from exercising.

His current blood pressure is 152/91, temperature is 98.7 F, and weight is 173 lb, up 2 lb from his last visit.

Mr. Thomas takes hydrochlorothiazide 50 mg – 1 tablet PO QD, atorvastatin 20 mg – 1 tablet PO QD, and low-dose adult aspirin 81 mg – 1 tablet PO QD. Mr. Thomas admits he's taking his hydrochlorothiazide about 3 to 4 times a week because the full dose causes him to pee a lot and disrupts his normal activities and sleep.

A PQH 9 was administered, and Mr. Thomas's score was 8.

For Facilitator Only

Discussion Prompts

- What do you think was done well?
- What could have been done better?
- Was anything missing?

Things To Look For

Did the staff member include:

- Knee pain is interfering with normal activities?
- Hydrochlorothiazide not being taken as prescribed because it makes him pee a lot?
- Today's BP 152/91?
- PQH 9 score of 8?



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4. Role play the scenario with the volunteer.
5. Using the discussion prompts (page 3), engage the training group in a learning discussion on what went well and what could be improved.

For All

Purpose

The staff member has just roomed the patient and will now engage in a Warm Handoff Plus with the clinician.

Basic Patient Information

Mrs. Sanchez has come into the office for her annual physical. Mrs. Sanchez is 63 years old with type II diabetes. Her vital signs are stable – BP 137/81, temperature is 98.6 F.

Mrs. Sanchez is pleased with her 10 lb weight loss over the last year. Her current weight is 146 lb with a BMI of 25. She attributes her weight loss to walking daily and eating more vegetables and fewer sweets.

Previsit labs were drawn last week, and her current HbA1C is 6.5.

Ms. Sanchez is taking her metformin 1,000 mg QD after dinner as prescribed and is not taking any additional medicines.

For Facilitator Only

Discussion Prompts

- What do you think was done well?
- What could have been done better?
- Was anything missing?

Things To Look For

Did the staff member include:

- Current HbA1C?
- 10 lb weight loss?
- Improved diet and exercise efforts?



Warm Handoff Plus

Facilitator Instructions

1. As facilitator, play the role of the lab technician.
2. Request a volunteer to play the role of the staff member. The staff member will engage in Warm Handoff Plus with the lab technician.
3. Provide the volunteer and the training group with information about the scenario. Page 2 contains the basic patient information.
4. Role play the scenario with the volunteer.
5. Using the discussion prompts (page 3), engage the training group in a learning discussion on what went well and what could be improved.

For All

Purpose

The clinician has just completed a visit and a Warm Handoff Plus with the staff member. The staff member will now engage in a Warm Handoff Plus with the lab technician.

Basic Patient Information

Mr. Bauman, a 61-year-old male with a history of hypertension, was here for his annual physical. The clinician has ordered a CBC, lipid panel, and UA. She has also ordered a flu vaccine.

For Facilitator Only

Discussion Prompts

- What do you think was done well?
- What could have been done better?
- Was anything missing?

Things To Look For

Did the staff member include:

- CBC?
- Lipid panel?
- UA?