



SimPRENA

Simulation 2

Role-play card 1

Experienced Nurse Role Card



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Experienced Nurse Role Card

Character: Senior Nurse

You are the experienced nurse tasked with de-escalating the situation. Use your skills to calm the agitated patient, gather necessary information and ensure the safety of everyone.

Upon seeing that the new junior nurse is overwhelmed by the very agitated patient at her counter, you step in to assist. You approach the patient calmly, maintaining a safe distance. Speak in a steady, low, and empathetic tone, maintaining eye contact. Use de-escalation techniques: acknowledge the patient's feelings, show empathy about his injury. Ask him to confirm his full name and date of birth, which can help the patient lower his voice.

Offer reassurance: ask the junior nurse to check on the patient's place in the queue to create an active, team approach. Explain that the A&E prioritises patients on the severity of their condition. Update the patient on his estimated waiting time.

Key Focus:

Remain calm, professional, and empathetic. Take charge of the situation confidently but without being confrontational. Use calm body language (e.g., maintain open posture, nod affirmatively) to show understanding and empathy. Avoid displaying signs of nervousness or tension.