

## **Business Case Builder**

If you'd like to buy The Floor but need authorisation before you can place an order, we hope this document will be useful. It is intended to help you create a persuasive justification for buying The Floor. We've tried to anticipate the questions and objections that may be raised. If you have any unanswered questions, please contact us.

Useful links:

- Website: [The Floor website](#)
- Shop: [The Floor online shop](#)
- Twitter: [The Floor Twitter account](#)
- Image Library: [The Floor Image Library](#)
- Email address: [info@focusgames.com](mailto:info@focusgames.com)

***What is The Floor?*** A unique game-based simulation invented by an EM consultant to help multidisciplinary staff learn the complexities of managing an ED safely. It simulates the day-to-day workings of an ED to help clinicians and managers understand how an ED works and develop the clinical leadership skills to manage a busy ED 'shop floor'.

Each 90-minute session can accommodate between 12 and 14 people. The game includes a wide range of scenarios, events and patient profiles making it a very flexible and adaptive training resource for all ED staff, managers and students.

The training happens in the workplace, so disruption is minimised. No external support is required to facilitate the game so there are no hidden costs.

***Where did it come from?*** The Floor was invented by Dr Salwa Malik. Salwa is an Emergency Medicine Consultant and the Emergency Department Simulation Lead at Brighton and Sussex University Hospitals NHS Trust. Salwa has spent the past 4 years testing and refining The Floor in emergency departments in the UK, USA and Myanmar.

Salwa and Brighton and Sussex University Hospitals NHS Trust have appointed Focus Games Ltd to commercialise The Floor. Focus Games Ltd is the leading developer of game-based learning tools for use in health and social care for training and education. Since 2004 they have developed over 60 educational games; mostly in partnership with the NHS. Website: [www.FocusGames.com](http://www.FocusGames.com)

***Why do we need it?*** Simulation in healthcare has traditionally revolved around the "Sim Lab" – a controlled physical space where simulated interactions occur between clinicians and a patient, often in the form of a mannequin. While this offers high-fidelity simulation of isolated clinical scenarios, it is ill-suited to simulating the time-critical triaging, assessment and initial management of multiple patients at the same time – a daily occurrence in the Emergency Department (ED).

With constantly shifting patient acuity and flow, as well as staffing levels and experience, managing 'the shop floor' is a difficult but essential skill. It forms part of the Royal College of Emergency Medicine (RCEM) curriculum. However, there are very few effective and realistic training tools to support the curriculum.

Table-top simulation is a familiar feature in major incident and natural disaster training. It is a cost-effective way of training staff to respond to serious incidents. With increasing pressures in emergency departments, we decided to create an easy to use table-top simulation to develop the skills essential to manage a busy and ever-changing emergency department.

The Floor is also an excellent training tool for the wider MDT bringing colleagues together to develop relationships and improve how they communicate and collaborate beyond the game.

**What does The Floor do?** The Floor is intense, complex, enjoyable and effective. Each session can accommodate between 12 and 14 people for a minimum of 90 minutes. The game includes a wide range of scenarios, events and patient profiles making it a very flexible and adaptive training resource for all ED staff, managers and students. Any experienced member of staff can act as the Lead Simulator to manage the flow and complexity of the game. Here are the key features of The Floor:

1. Simulates the normal workings of a major trauma centre in an intense game-based training experience to help all members of the MDT to develop the clinical leadership skills necessary to manage an ED 'shop floor'.
2. Can recreate specific situations to help staff spot problems and to plan more effectively.
3. Helps staff improve the way they work together in a multi-disciplinary team
4. Effective way of supporting and informing senior decision making.
5. Flexible training resource that can be used, and reused, for daily departmental management and major incident training.

**How is The Floor being used?** The game has now been played with a range of ED healthcare professionals –senior house officers and foundation doctors, registrars (SpRs), consultants, nurses, health care assistants (HCA) and management teams. It has been played and tested in a range of organisations in the UK, USA and Myanmar. The Floor is used routinely at BSUH during Major Incident training days for ED nurses and HCAs and is a key element of the formal teaching and training programme for junior doctors of all grades.

**£900 for a board game?** The Floor is a sophisticated group training tool designed to help clinicians and managers improve performance and safety; it is not a toy. The game includes a wide range of scenarios, events and patient profiles making it a very flexible and adaptive training resource for all ED staff and managers. The Floor should be compared with other types of training for ED staff and not with retail board games.

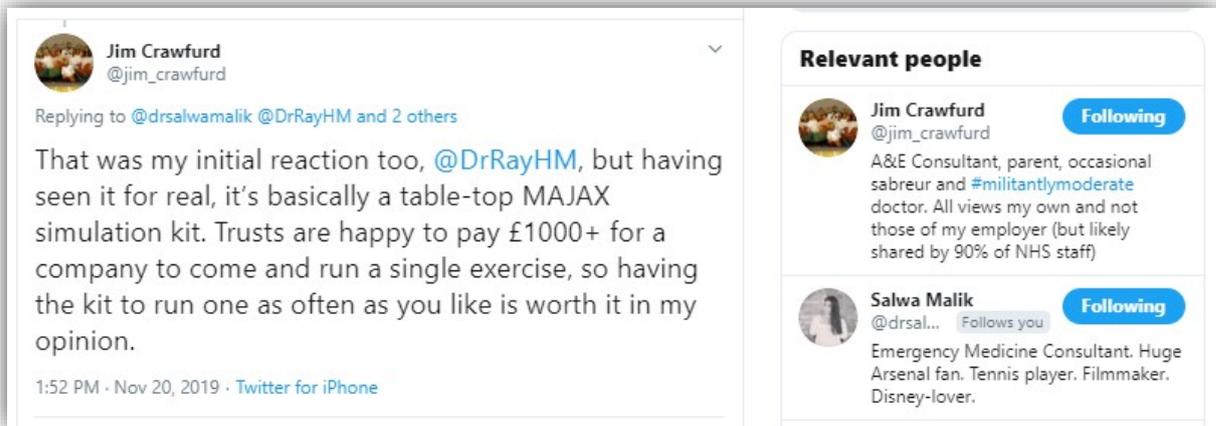
If you only use The Floor once with 12 people, it costs **£75 per person for 90 minutes of training.**

But you can use *The Floor* as often as you want. Every time you play the cost is diluted.

At Brighton and Sussex University Hospitals they've used their game 10 times this year with over 100 staff members. The cost is now: **<£10 per person for 90 minutes of training.**

The training happens in the workplace, so disruption is minimised. No external support is required so there are no hidden costs. How does this compare to other forms of training?

Here's what one EM Consultant said on Twitter after playing The Floor at the recent EMTA19 Conference in Leicester:



### ***What do I get in the box?***

- 3 Tri-fold game boards (A1 size):
  - Majors 1
  - Majors 2
  - CDU
- 289 Patient Cards
  - 204 'Normal' patients (includes emergency & CDU)
  - 49 Major Incident patients
  - 36 Speciality patients (surgical & medical)
- 24 Starter Cards - dictate set-up of the department
- 54 Lifeline Cards – Random 'good' things to help players
- 53 Spin Cards – Random problems to challenge players
- 1 Instruction booklet
- 1 Flow Chart (of game play)

***What does it look like?*** You will find a selection of photographs, images and videos in this online folder. You can download them and use them in your business case: [The Floor Image Library](#)

### **Testimonials.**

Over the past 4 years several hundred people have played *The Floor*. Here is what some of them thought of the experience:

***"This is truly a nail-biting game! All operational staff should play this. It's a rollercoaster!"*** Dame Marianne Griffiths, CEO, Western Sussex Hospitals NHS Foundation Trust & Brighton and Sussex University Hospitals NHS Trust.

***"A really good game which helped me understand the management pressures on the ED and also helped with decision making under stress. On top of that, it created a sense of intensity...which matched the working environment and was good fun! Would definitely recommend."*** Rachel Tresman, ACCS CT2 Anaesthetics.

***"I learnt a lot about the difficulties and challenges faced by ED Consultants - it was really good to observe and understand the operational and clinical challenges"*** Peter Landstrom, Chief Delivery and Strategy Officer, Western Sussex Hospitals NHS Foundation Trust & BSUH.

***"This game is great at simulating the actions undertaken in a major incident and it has become an integral part of our major incident training."*** Justin Walford, Senior Practice Development Nurse, Charge Nurse, BSUH.

***"I don't work in A&E, but it brought it home - which will be incredibly useful in both making decisions as a Director and when Director On Call"*** Denise Farmer, Chief Officer of Workforce and Organisational Development, Western Sussex Hospitals NHS Foundation Trust & BSUH.

***"I am a first-year medical student. I thought that the game was a brilliant simulation of the stresses that we face in A&E on a day to day basis, whilst at the same time being really enjoyable to play. It was also a great team-building exercise"*** Zac Lanza, 1st year Medical Student and HCA, Leeds University.

***"It's great fun and provides good insight to the unexpected nature of a major incident. Also great for team bonding and being able to 'think ahead' and plan how you as a team would deal with certain situations and what practices would need to change slightly to cope with the pressures. Very enjoyable."*** Gemma Davy Green, Senior ED Sister, BSUH.

***"I found this really useful as the CBRN/ MI lead nurse for ED, to use as a teaching tool for the nurses. I think it's a great way to get people thinking about the difficult decisions they will be required to make and think outside the box."*** Chantel Villiers, Major Incident Lead Nurse, Senior ED Sister, BSUH.

***"I found this an extremely useful, interactive way of learning how we can cope with the department during a major incident. It replicates an ED layout and so gives a better understanding. Would recommend highly!"*** Debbie H, Junior ED Sister, BSUH.

***"I was very impressed when I played 'The Floor' during a study day. The set up was excellent and it showed an overall layout of our Unit. I was able to see what was going on in the other depts in A&E, which you can't always see when you are so focused on the area you are working in at the time. It was a good problem-solving exercise for me."*** Debi McColl, Junior ED Sister, BSUH.

***"It's a great game/learning tool which I found particularly useful when starting out as a band 7 (to complete it alongside another, more senior band 7 helped to see how they would tackle different situations)"*** Katie Durrell, Junior ED Sister, BSUH.

***"Played this game once and not only did I learn loads I had lots of fun too. Double winner."*** Aroonkumar Chouhan, Emergency Medicine CESR Trainee.

***"Although it's a paper version of the shop floor, the stress you feel is very realistic. When you feel you're just about on top of it all, bam - a patient deteriorates, or 50 ambulances arrive at once. It's an excellent exercise in triage and appreciating how the ED can feel like total chaos but is in fact being managed 'behind the scenes'... otherwise it would be total chaos! Highly recommend!"*** Rain White, ED SHO.

***"A really great concept. Excellent way to practice how best to utilise your resources and manage a department. Really good fun too!"*** Sarah Tyler, Emergency Medicine ST5.

***“An excellent way of practicing real decision-making skills in a fun and approachable way. It should be available as a resource for all EM staff.”*** David Bentley, ACCS CT3 EM.

***“The game offers a simulation of how stressful can be for the person playing the coordinator role in a Major Incident and gives you the chance to see yourself under the pressure of coordinating and assigning roles to your team. It is fun and at the same time you learn. Keep it going!”*** Carlos Alonso, Band 5 ED Nurse.

***“Brilliant idea and great way to grasp the stresses of A&E as a whole rather than just the section you are looking after. I loved it.”*** Abbie Buss, Band 6 ED Nurse.

***“Lots of fun and serious conversations being had whilst playing. I learnt about escalation processes and expectations of those. It got hectic, just like the ED does! I think it would be a great tool for other specialities to also play, so that they can understand the processes and challenges in the ED. I think every ED trainee should be exposed to this - it's a great way just to introduce them to the concept of ‘floor management’ and challenges the SpRs to step up.”*** Yasir Shaukat, ED Consultant.

***“Fantastic realistic game showing the true image of working in ED. Great team game & I loved the competitiveness of it.”*** Will Rowell, ED Charge Nurse.

***“Great educational tool, relevant, realistic and fun!”*** ED Middle Grade, BSUH.

***“Fun to play, realistic representation of managing a busy ED department.”*** ED Clinical Fellow, BSUH.