

## Lesson 3 — Partial Simulation

*Session 3 of 8 | Duration: 60 min | Artifact: 90-sec walkthrough of the incidents beat*

### Purpose

Drill the incidents beat — the language-densest segment, where past simple, root cause, and prevention pairing all have to hold at once.

### Phases

Time	Phase	Trainer does
0:00–0:05	Warm-up	Revisit the five-beat structure on screen. Show the language bank from L2.
0:05–0:20	Brief the segment	Hand out the L4 case (preview below). Today learners do only the incidents beat — 90 seconds.
0:20–0:35	Planning	Each learner notes the incidents and their resolutions and prevention measures. Language bank visible. Each incident must be paired with a resolution — never named alone. Each significant incident must also have a "to prevent recurrence" pairing.
0:35–0:55	Performance	Each learner records a 90-sec incidents beat for the same case.
0:55–1:00	Close	One observation on language: where the incident–resolution pairing held; where it broke. Save recordings.

### Scripted teacher language

*"You're not doing the full walkthrough today. Only the incidents beat. 90 seconds."*

*"Every incident gets a resolution. Never name an incident alone. 'We had a chiller failure' is not enough — pair it with 'we resolved it by bringing the standby online and replacing the contactor same day.'"*

*"For the priority-1 incidents, add the prevention move: 'to prevent recurrence, we've scheduled the same check across all chillers.'"*

*"Language bank stays visible. Use the phrases."*

### Case — incidents beat only

**Case preview:** Al Hayat Specialist Hospital, Jeddah — 280-bed tertiary hospital, ESOM holds the MEP O&M contract for the operating theatre block, central plant, and medical gas systems. The full L4 case will be handed out next session.

#### Incidents to report (this segment only):

- Operating theatre HVAC isolation valve failure during scheduled maintenance window. The valve stuck open during the OT4 changeover; air balance to OT4 was lost for around 8 minutes.

Switched to backup AHU on the standby line and the procedure scheduled for OT4 ran in OT2. No clinical impact, no procedure cancelled. Root cause: corroded actuator on a valve last serviced 14 months ago. We've since brought the actuator inspection interval forward from 18 to 12 months across all OT block valves.

- Medical gas alarm activation in the maternity ward Sunday 04:00. Investigation showed a faulty pressure transmitter on the oxygen line, no actual pressure deviation. Replaced the transmitter, completed a calibration sweep across the ward. Communication delay was 4 minutes above SLA on this one — the on-call escalation stalled at the second level for 7 minutes.

**The segment:** walk the client through the incidents beat only. 90 seconds. Name each incident, pair with the resolution, and add the prevention move where appropriate.

## Between-session work

No homework. The full L4 case will be handed out next session for fresh reading.

## Artifact

90-sec recording per learner, incidents beat only. Save as  
ESOM\_[Site]\_[LearnerID]\_ServiceReview\_L3\_YYYY-MM-DD.