

Appendix - 3

SiMCentral Standardized Patient Manual

PROGRAM OVERVIEW

Welcome to SiMCentral. As a standardized patient you are part of a vital team providing essential simulation services to our learners [Schools of Medicine, Nursing, Pharmacy & Allied Health]. Our goal is to provide quality simulation education services to enhance the educational experience of those we serve. What is SiMCentral? It is a alliance member simulation center providing educational activities that permit students/residents/fellows to learn and practice patient care skills in a safe and controlled environment. These opportunities are critical in the healthcare fields, where practicing on live patients is not feasible. Simulation can be either a formative teaching or high stakes assessment activities. Standardized patients (SPs) perform a unique role in simulation education by providing students the opportunity to interact with a 'live' patient.

As a member of our team you fill a critical and valuable role as an educator. As a standardized patient you should always... Be Service Oriented – remember at all times that you are impacting healthcare education. You should be prepared, friendly, respectful and willing to respond quickly to changes in the educational activity. Be Reliable – Respond quickly to activity requests and make sure you are aware when training sessions are scheduled. If you cannot make those training sessions check with the SP Coordinator to see if there is an alternate training time. Once an activity confirmation is sent out you are required to be at the training session if you have not already made alternate arrangements. Respond quickly if you cannot be present for a training session or educational activity/assessment. Last minute cancellations create serious problems when there are not enough SPs present for a session. Be Punctual – Report on time for all training sessions and activities you agree to work.

Training Sessions - Faculty are expected to provide case training for their activities and you are required to be present and ready to start at the time the training session is scheduled.

SP Educational Activities– You must be in the SP lounge ready to work 30 minutes before the scheduled start time. You and another SP will role play to make sure both of you are prepared. Remember, we depend upon a team of co-educators to create successful healthcare educational activities for our learners. YOU are a vital part of this team. As such, always be prepared for the educational activity that you are assigned. Finally, we think you will find being a standardized patient a fun and unique experience so welcome to our team!

As a Standardized Patient, you have the right to expect...

- You will be treated respectfully.
- You will be provided the information and training needed to perform each role as required by the faculty.
- You will not be penalized in the event you have a true emergency that requires you to cancel your attendance even with minimal notice.
- You will be provided feedback from the SP Coordinator, fellow SP educators or faculty on your performance.
- You will be provided instruction on how you can improve your performance when necessary.

What Will You Do As Standardized Patient?

- **Realistically portray a patient**
 - You must learn the facts of the case; be able to recall and reveal case information when appropriate during the interview; realistically depict patient's education level, psychological state & emotional condition; believably reproduce any abnormal physical findings that are part of the case.
- **Observe student's behavior**
 - You must observe the precision of the healthcare student's performance while they are interacting with you.
- **Recall the encounter and complete the checklist**
 - You must be able to recall the details of the student's behavior immediately after the clinical encounter is finished and accurately complete the checklist.
- **Be able to give written and verbal feedback to the student**
 - You will need to give thoughtful, beneficial, and effective feedback on the student's communication skills and/or physical exam skills.
- **Be comfortable with being touched**
 - You must be willing to have medical students conduct physical examinations requiring them to touch your face, head and body.
 - Breast, pelvic/prostate exams will be conducted only on SPs who have requested to be a pelvic/prostate model. These SPs are paid a higher pay rate due to the intimate nature of these exams. Please speak with the SP coordinator if you are interested in learning more.

SP PROGRAM POLICIES

Confidentiality

Confidentiality is of utmost importance to the SP program on-site and off-site. Therefore, You cannot discuss any student or faculty performance with anyone by name or identifying specifics other than with the project faculty/coordinator or SP Coordinator or center staff. We must maintain total privacy for the participants at all times. We understand the need to discuss experience and sometimes even vent after a challenging case/activity. You may do so without mentioning any identifying specifics within the confines of the SP lounge only. For example, identifying a student/participant may influence another SP's perception and not allow them to objectively assess said student/participant. You may only discuss another SP's performance in a constructive manner if you are assigned to observe/help assess the encounter. You cannot discuss any observations of other SP's performance with anyone by name or identifying specifics other than with the project faculty/coordinator or SP Coordinator or center staff. During the activity debriefing time (at the end of an activity), you may discuss each other's performance and be able to provide constructive feedback. Any other concern/issue regarding a fellow SP needs to only be discussed with the SP Coordinator/The Center staff. You will maintain all materials confidential: All training materials are property of the Center. They are to be used exclusively by SPs employed by the Center for assigned events. Unauthorized use or sharing of these manuals with other parties will result in disciplinary action including employment termination. Do not discuss issues regarding the SP's that perform genitourinary exams amongst yourselves or with those SP's. Interests and questions should be directed toward the Standardized Patient Coordinator.

You are required to have...

➤ Email access

- All scheduling, communication and distribution of case materials will be done via email. It is your responsibility to check your email for upcoming events regularly. Once you are scheduled for an event please check your email regularly for case materials, scheduling information, etc. It is your responsibility to make sure you receive all necessary materials/cases. Please contact the SP Coordinator if you are missing materials. Always respond back to the SP Coordinator whether you can OR cannot participate in an activity. Likewise, always respond back with a confirmation that you have received materials, reminders, etc.

➤ Basic computer skills

- You must have the ability to learn how to use a computer to complete checklists, training modules and submit your timesheet.

Working a SP Activity

- You should email the SP Coordinator if you cannot make your activity as soon as you know or are able. In case of emergency, call or text cell phone number. Breaks and time for lunch may be built into a session. You may use the SP lounge during this time as long as you are back in your room before the next student encounter. Depending upon the project we may request that you bring your lunch, or snack, and that you do not leave the building during this time. If you are required to remain in the building through the lunch break you will be paid for this time. If you desire to leave campus for lunch/break, you must “sign out” and “sign back in” upon your return.

➤ Dress Code

- Attire will vary depending upon the event you are participating in which may include street clothes or hospital gowns. General SiMCentral OP dress code is:
 - While participating in a simulation experience at SiMCentral, appropriate attire includes clothing that is professional (neat, clean), and not distracting or offensive to others.
 - Minimizing distractions to students during events is critical to our program. Therefore the following will not

be permitted unless it is required for a specific role portrayal:

- × Revealing or Tight Clothing – halter tops, shirts that reveal a bare midriff, short shorts (shorts should not be more than 2 inches above your knee) or clothing that is too tight are not permitted.
 - × Body Art that could be considered distracting due to its content or design should be covered when working with students.
 - Our goal is to provide a realistic experience for our students so some exams will require the SP to wear nothing more than a hospital gown with underwear. Usually females are asked to wear a sports bra/camisole for such type of activities. You will always be informed of the attire required for each case. If not listed on the case assume that it requires a hospital gown. You can decline any case where you will not be comfortable. You will never be asked to participate in a breast, pelvic or prostate exam unless you have accepted the position of pelvic/prostate model.
 - Please refrain from utilizing strong perfumes or cologne. Also, if you are a smoker/live with a smoker, please make sure that your clothes/hair do not smell like smoke.
- **When You Arrive for a session you should:**
- Obtain the project schedule (blueprint), checklists and any other necessary materials.
 - Identify which exam room you are assigned.
 - Review your list of students – alert SP Coordinator if you know the student.
 - Make sure that all materials are available/restocked for the activity in your exam room.
 - This may include paper towels, soap, tuning forks, sheets, etc. Change into proper attire or get moulage (make-up) and/or props.

➤ **During the Encounter**

- If the wrong student comes into your room.
 - Stay in character and perform as trained.
 - Alert the SP coordinator.
- Remain in your patient role at all times while the student is in the exam room.
- You should be careful to not ‘help’ the student in completing the interview or exam.
- Don’t become a “professional” patient.
- Do not prompt the student to pull out the footrest, offer your arm before he asks to take your blood pressure.
- Don’t give away information.
- Only answer if asked a question. If a question is asked that it is not on the case, answer with “I do not know” OR repeat your initial statement drawing the student back to your case.
- You must consistently provide the same responses to each student AND your statements must be consistent with the other SPs’ (with the same case) responses.
- Sometimes certain bits of information are omitted in a case. It is up to you and your colleagues (with the same case) to make sure that all respond with the same information.
- You must never inject your own personal history.
- You should always ask the student to explain any medical term they use, even if you already know what the word means.
- Avoid common areas where there may be students/residents – especially during testing.
- When waiting outside a room with the cameras/microphones, always shut all the doors. The microphones are very sensitive and can pick up your conversations.

-
- **Most SP encounters will include the following parts...**
 - The student will take your history (medical, social, family, etc.)
 - The student may then perform a physical exam.
 - You will provide the student with written and/or verbal feedback.
 - Students must ALWAYS wash their hands/use antibacterial gel before they touch you.
 - We recommend that you also wash hands/use gel in between encounters to stay healthy.
- **Training**
 - Training may be required for each activity.
 - The training session will provide you with the following information:
 - Whether this is teaching or assessment
 - The type of student you will be seeing
 - The “case” materials which include the medical and personal facts about the patient you are to portray.
 - A clear understanding of the CHECKLIST, if this is an assessment session.
 - A presentation on feedback, if the session requires you to give feedback to the student.
 - If you cannot make the training you should contact the SP Coordinator immediately and see if an alternate time is available.
 - Failure to complete case training (or make arrangements to get the necessary information) will result in you being removed from the event schedule. **If you have completed the training for an event and you feel you are unable to portray that event you should notify the SP Coordinator so you can be removed from the schedule.**
 - If you have received the case prior to training, please review it and bring your printed copy (with notes) to the training session.
 - If a training session is not scheduled, please email any questions to the SP coordinator prior to the activity. Also, make sure to confer with other SPs (who have been assigned the same case) as soon as you arrive for the scheduled activity.
 - If you think that you will need more time, please contact the SP coordinator to arrange an earlier reporting time.

➤ **Learning the case...**

- Answers in quotes or italics **MUST ALWAYS** be spoken exactly as written.
- There are multiple methods for learning a case from utilizing note cards to rewriting the case. It is up to you to come up with the best way to learn the information. However, if you are having trouble, please let the SP Coordinator/Master SP know as soon as possible so that we may be able to help.
- Practice, practice, practice. The best SPs practice their case over and over. When not scheduled for an encounter, watch your fellow SPs. Such is crucial in making sure that everyone is standardized.

➤ **The Exam Room**

- Place your clipboard or other materials (cards, pictures) in a cabinet or drawer so it is out of the student's sight.
- Turn off or hide the computer monitor while student is in room.
- Clean the exam room between students of any litter. Always re-set room for the next encounter (i.e. fold sheet and place back on the table).
- Cell phones must be off or in silent mode during the student encounters. Phones should be used during breaks and only in the SP lounge.
- Always assume the video camera & microphones are on when you are in the exam rooms.
- No comments or telltale facial expressions should be made after the student leaves the room.
- Anything may be recorded and later seen by faculty and/or students.
- You may have a drink in the room only if it has a cap or lid and is put away (out of sight) during the encounter.

➤ **Before You Leave**

- Please make sure your exam room is clean before you leave.
- Remove any cups/paper, etc.
- Leave room ready for next encounter.
- Alert staff if the room has malfunctioning or is missing equipment.
- Check the SP Lounge and help clean if necessary.
- If you are the last to change out of your gown, please tie the linen bag (in the dressing room) and place it in the SP Lounge for pick up.

- Check in with the SP Coordinator so they know you are through for the day and sign timesheet.
- **SP Lounge**
 - During projects you should always enter through the SP Lounge door on the south exterior wall of SiMCentral to avoid contact with students.
 - Food is permitted in the SP Lounge only.
 - You may use the refrigerator to store any snack or lunch you bring.
 - Drinks are permitted in the activity area only if they are in a spill proof container and are hidden from view during the actual activity.
 - You may drink in between cases or during breaks only.
 - Be aware that students are often just outside the doors so keep the noise level at a minimum.
- **Required HSC Employee Training**
 - All HSC employees are required to complete training courses within 30 days of starting employment. You will also complete annual refresher training courses annually or biannually.
 - **Videotaping and Photographs**
 - You are required to sign a release to allow your SP encounters to be recorded and/or photographed as per the following policies:
 - All SP encounters in the SP exam rooms are recorded. The purpose of the videotaping is to monitor and evaluate student/patient encounters. Students and faculty will have access to their videos.
 - Additionally, segments of the tapes will be shown in class for instructional purposes or to selected audiences for demonstrations.
 - Occasionally you may be asked to pose for photographs. These photographs may be used in promotional materials or professional presentations for either the SimLife Center or a client.
 - You have the right to... Ask the purpose of the photograph, and Refuse to have your photograph taken.
- **Hours / Work Schedules**
 - As a standardized patient at SiMCentral, you are employed on a part-time, 'as needed' hourly basis. Work hours are dependent upon educational activities scheduled.

- As a result our workload varies (some months there will be no work while other months will be very busy) and the number of hours you work cannot be guaranteed.
- While there will be various activities throughout the year, each activity will require specific criteria for the selection of SPs. These factors include; Age, race, gender and certain physical characteristics may be specified in the case. Past experience/training in a particular case. Ability to give feedback to students.
- **Development of skills.**
 - We may assign you to a particular project so that you can learn a new set of skills.
- **Scheduling work hours**
 - Requests for SPs to work will be sent via email.
 - This is not a confirmation. You must get back to us promptly to let us know that you want to perform in this program. IF the slot has not already been filled, you will be assigned and will receive a confirmation by email.
 - Your confirmation will include the training date and time; dates, time and name of program and case. YOU are responsible for this information. Once a confirmation has been sent, you are required to be present at all scheduled trainings and project times.
 - You must contact the SP Coordinator immediately if you find you cannot participate in any of the scheduled hours.
- **Paid Work Hours**
 - Paid work hours will include any required training sessions, home case study time, and simulation projects such as... New SP Employee Orientation Required HSC Employee Training: HIPAA Privacy and Security Training Safety - NESOP EEO / Sexual Harassment Case Training - one or more training sessions will be required for each case, even if you have previously performed that case.
 - Case training may include the following:
 - Case Review (initial) – this training may include a review of the case materials, and/or a demonstration of physical exams to be performed. Hours to be reported for this session include:

a minimum of 1 hour training time in the SiMCentral, plus 1 hour home study

- Role Play – you may be asked to complete a role play session so that you can be trained in the delivery of your case information. You are guaranteed at least 1.5 hours for participating in a role play session.
- Simulation Project – You will be paid for your actual time participating in a simulation project.
- Pelvic/Prostate Models – when you are scheduled for a pelvic/prostate project you will be guaranteed the number of hours you are scheduled. These hours may change up to the day before the project as the student schedules are confirmed.

➤ Reporting Work Hours

- When you completed the SP training encounter you will be asked to fill out SP paper timesheet. The SP Coordinator will verify your arrival/departure times. The form will require the SP's and SP coordinator's signature
 - Failure to submit your timesheet will result in forfeiture of payment for those hours.
- **Payroll**
 - You will be paid twice a month.
 - You can locate the pay schedule on the TTU Payroll website: <http://www.depts.ttu.edu/payroll/>.
 - All activities will have additional SPs scheduled to be a back-up in the event of unavoidable absences the day of a project. However, ALL SPs will work during the assigned activity and will be required to participate equally until the conclusion of the activity.
 - While not working with students/residents you may be assigned other duties to assist with the running of the SP program.

A great SP... Attends all training & program sessions as requested. Responds quickly to the SP Coordinator if they are able or unable to attend a training or event. Reports to work on time. Maintains confidentiality regarding student performance. Avoids contact with students "out of role". Why don't we contact you anymore? You fail to accept the authority of the faculty, SP Coordinator, Project Coordinator, or center staff member during a training or session. You are repeatedly late for training and/or sessions. You repeatedly fail to give us ample notice regarding absences from work.

You repeatedly request to alter your work hours once the project schedule has been confirmed. You act inappropriately in any way with a student/resident. You breach our expectations of confidentiality.

Glossary

Blueprint – The SP activity schedule. It is a graph that will include the time of each encounter, the SPs' name, the students'/residents' name and any scheduled breaks.

Clinical Practice Examination (CPX/CPE) – The Clinical Practice Examination is a comprehensive performance based assessment of a set of clinical skills in communication, data-gathering, physical examination, clinical reasoning, interpretation of findings, professionalism and procedural skills in a simulated clinical setting evaluating a set of skills using trained standardized or real patients.

Clinical Skills Examination (CSE) – A Clinical Skills Examination is a comprehensive assessment of key competencies using standardized patient who have been trained to portray medical conditions by giving a medical history and physical findings to evaluate students during the clinical encounter assessing skills in gathering data, including history taking and physical examination, and writing a note about the patient; an assessment of communication and other interpersonal skills, professional and procedural skills.

Learning Space or CAE – The software system we use to record the student/resident encounters. Such includes the activity schedule as well as the software use for SPs to record their feedback and/or assessment.

Moulage - Make-up to portray rashes, bruises, gunshot wounds, burns, to name a few...

(OSCE) Objective Structured Clinical Exam – the Objective Structured Clinical Exam is a structured and reproducible multiple station performance-based examination to assess competency in clinical skills where learners are observed and evaluated performing history taking, physical examination and/or diagnosis of clinical problems in 5-10 minute intervals.

Standardized or Simulated Patient (SP) – A Standardized or Simulated Patient is a person recruited and trained to portray a patient scenario multiple times at a level to be indistinguishable from a real patient and/or other SPs portraying the same presenting condition, history and physical exam findings; for the instructions, assessment, or practice of communication and/or examining skills of a learner in a realistic, standardized, accurate and reliable manner.