Center for Advanced Teaching and Assessment in Clinical Simulation (ATACS Center) Standardized Patient Program

STANDARDIZED PATIENT MANUAL

The Standardized Patient (SP) program of the Paul L. Foster School of Medicine is dedicated to establishing competencies in clinical, communication and professional skills for health care providers and learners.

The SP program provides educational sessions using standardized patients who are dedicated to ensuring that the sessions are fulfilling, enriching, and enjoyable for all learners. As an SP, you need to be aware of the policies and procedures that contribute to the successful implementation of the day-to-day events at the ATACS Center.

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STANDARDIZED PATIENT GUIDELINES AND EXPECTATIONS

EMPLOYEE STATUS AND PAYMENT

As an SP at the ATACS Center, you are employed on a part-time/hourly basis. This status does not allow for benefits. You are required to report your work hours after every completed event via webraider.ttuhsce.edu. You will be paid on a bi-weekly schedule upon submission of your electronic work hour report. Your work-hour submission schedule is available on the TTUHSC El Paso webpage and is accessible by using your eRaider account and password.

CONFIDENTIALITY

Confidentiality is of utmost importance to the ATACS Center, both on-site and off-site.

a) Student/Client Confidentiality: No student or client performances are to be discussed with anyone by name or identifying specifics other than with the unit assistant director of education or SP trainer. We must maintain total privacy of the students at all times.

b) SP Confidentiality: Any observations of other SP’s performance during training or quality assurance/reliability sessions are to be kept in strict confidence. Discussion of SP performance is to be limited to the trainer/ATACS staff.

c) Confidential Materials: All training materials are property of the ATACS Center. They are to be used exclusively by SPs employed by the ATACS Center for assigned events. Unauthorized use or sharing of these manuals with other parties will result in employment termination.

QUALITY ASSURANCE

Maintain high quality simulation at all times. Quality of SP performance is a priority of the ATACS Center. Quality assurance will be maintained using several methods:

- Direct observation during training
- Direct/scheduled observation during sessions
- Direct/random observations during sessions
- Videotape review
- Self-video recording review by SP

  Feedback will be provided ASAP. Feedback may be verbal, written, or both.

- If at any time, you feel you are in need of performance review, or if you have questions or concerns about the simulation, please notify the ATACS unit assistant director of education.

PREPARATION AND PUNCTUALITY

- It is your professional obligation to come to the session prepared. This includes knowing the details of the case, checklists, and format. If you have any questions, please contact the SP trainer.
- Punctuality is of utmost importance for the reputation of the ATACS Center. You must be available for the full time requested. Punctuality is of key importance during annual evaluation performance reviews.

  If there is a pattern of tardiness, you will be asked to discuss it with the unit assistant director of education. A pattern of tardiness may impact your selection for events, and your employment status over time.

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TRAINING

- All training will be provided by the faculty/SP trainers at the ATACS Center. Please, ask them for assistance at any time. Presence of a qualified SP trainer is required at the time of training sessions.
- Basic SP training procedures:
  - At-home study of provided materials
  - Training for physical examination and checklist
  - Dry run of the scenario
- If an SP does not attend the training session, he/she will not be allowed to participate in the event. If there are mitigating circumstances that require re-scheduling of the training with the trainer, please contact the unit assistant director of education or the appropriate trainer.
- All cases, checklists and training materials are developed by the ATACS staff/faculty and are property/copyright of the ATACS Center. These cases, manuals, checklists, and all other written materials are to be used exclusively by SPs employed by the Center. Upon resignation, all written and electronic (i.e. CD, DVD, paper) materials are to be returned to the ATACS Center.
- The ATACS Center recognizes the different learning styles of the SPs. If an individual SP develops materials that assist in the learning of the case/checklist etc., and feels it would assist others in the training, the SP must submit the materials to the trainers. Please do not distribute materials without prior review by ATACS trainers.
- Feedback and Basic Skills training and review are compulsory. SP workshops and refresher courses are held on an annual basis or on demand. If you cannot attend a workshop, you may not be eligible to work at the ATACS Center.
- Orientation to specific event requirements will be provided prior to the event. This may be a few days prior to the event or on the day of the event.
- A debriefing of the event may be requested. Please plan to stay after the event for such debriefing. Your observations and comments are always welcome, verbally or in writing after the event.

PERFORMANCE CRITERIA

- SPs are trained to portray a patient case, to assess/document student performance, to provide individualized feedback on interpersonal skills and professionalism, as well as patient satisfaction. For each event, the SP will receive specific training for completion of a checklist, including physical examination (e.g., done or not done; correct or incorrect technique).
- Feedback given by SPs to students follows a scripted framework; SPs are expected to closely follow the format for giving feedback.

As an SP gains experience, knowledge and expertise he/she will be assessed using the following criteria:

Ease of training & time for training for a high quality performance:

- Quality of feedback given to trainees/students
- Feedback from faculty, students and staff about SP’s performance
- General attendance, any pattern of tardiness
- Preparation with case details, knowledge of checklist and feedback
- Working with staff, students, and peers
- Flexibility: Ability to adapt to quick changes
- Ability to receive and integrate feedback to improve performance
- Consistently performing with high quality, understanding details necessary to portray cases & correctly documenting student performance (i.e., checklist accuracy & reliability)
- Contributing positively to the attitude and morale of peers
- Professionalism: Representing the ATACS Center professionally at all times and being conscious of impact to internal or external clients
TEACHING SESSIONS

- For small group sessions or demos, talk with the facilitator prior to the session to discuss the items on your checklist, or the task that will be performed. Do not conduct this business in front of the student group.
- A "time-out" is a valuable learning process for the students. When you are in a "time-out" period, it is important for you to continue the simulation (i.e., facial expressions, body language, etc.) after the time-out period expires. However, do NOT interact with the student or group until "time-in" is called.

Note: Your subsequent performance must not be influenced by the discussion during the "time-out" period.

WHEN IN ROLE

Do not speak with the learners “out of role” before, during or after the simulation. You should not be seen by any of the students unless you are "in role."
Remember, the cameras are recording – even when the students leave the room. Do not make gestures (rolling eyes, thumbs down, etc.) and do not make comments about the students at any time. The tapes may be sent to faculty or observed by the student at a later date. At the end of the encounter, simply complete checklists or feedback without any editorializing.
Realism: It is very rare that real patients wander the halls in gowns and sheets! At the ATACS Center, our priority is realism. Do not walk in the hall or chat at the door between sessions in a gown and sheet. If you need assistance, wait at the exam room door and ask for help.

ASSESSMENTS

Student Assessment: For all assessments, before leaving for the day, please make sure any questions you might have about an assessment that was completed for a student is answered.
SP Assessment: Students, faculty or staff may be asked to review SP performance. Assessment forms and WebSP reports will be used to give feedback to SPs about performance and improvement.
Program Assessment: Students and SPs are asked to assess the SP program using pre-designed forms. Standardized patients are required to have performance evaluations annually or immediately after they complete their initial six months of service and are reviewed by the assistant director of education unit/SP trainer.

MONITORING ROOM CONDUCT

When in the monitoring room, maintain silence so that others can listen and concentrate.
Beverages are not allowed in the monitoring rooms unless in covered containers, such as travel mugs with lids (we just can't risk spills).
Privacy is critical at the ATACS Center. You may be observing (or being observed by) another SP for training purposes.

EXAM ROOMS & HOUSEKEEPING

Should you have a problem or question during an assessment or teaching session, please wait at the exam room door for assistance.
Do not leave your confidential materials (case/checklists/instructions) or any other material in the room unattended.
Linens: Please use provided gowns and drapes appropriately and responsibly.

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Rooms are cleaned daily by the housekeeping staff, but SPs are responsible for changing the table paper and putting all trash in the bins, straightening the room, and turning off the lights and wall-mounted equipment at the end of their session. Rooms are assigned according to the logistics of the sessions being run and the parameters of the cases. If you have problems with the equipment, notify ATACS staff. At the end of the session, the SP is required to check the equipment in the room with a checklist. Any personal belongings found in exam rooms may be thrown away.

**SELECTION OF SPs**

SPs are selected for events using a combination of the following criteria:

**Selection Criteria**

- Case requirements (age, gender, ethnicity, physical characteristics, affect to be portrayed, case difficulty, knowledge base needed to portray case, life experience, etc.)
- Level of experience in portraying the same or a similar case
- Level of experience in teaching or assessment sessions
- Level of experience and quality of feedback (verbal and/or written)
- Performance history and ability to integrate feedback
- Level of experience for level of learner (MS1, MS2, physician, etc.)
- Client preference
- Development/maintenance of skills

**SCHEDULING**

The ATACS Center’s main method of communication is email. For SP-related business, only email sent via TTUHSC addresses will be accepted.

Confirmation emails will be sent once the schedule is set. The event notification will consist of the following information:

- Date
- Time (working hours and departure time if external client)
- Location
- Topic
- Client/participant level

Whenever possible, a standby/backup SP will be scheduled for each event. Whenever possible, a reminder email and/or phone call will be made for each event.

We know that emergencies and illnesses may occur. If you must cancel attendance at a session, LET US KNOW IMMEDIATELY. This will allow us to find a replacement from our emergency pool. If you are available on an emergency basis, please notify the director of the SP program. You will be added to our emergency pool and may be called as needed.

**CLIENTS ARE NOT ALLOWED TO SCHEDULE OUR SPs**

If you should receive a call from a client (internal or external), please contact us immediately. As you are employed by the ATACS Center, all scheduling is done exclusively by the ATACS Center. If you privately schedule sessions unauthorized by the ATACS Center, you will be immediately terminated as an employee of TTUHSC El Paso.

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**Parking:**
- Free parking will be available for all SPs while at the Center for ATACS. Parking permits will be provided upon completion of the hiring process. All parking permits must be returned if you leave the SP program.

**General:**
- **Dating or Fraternizing With Medical Students:** It is our policy that SPs do not personally interact with medical students or other trainees in the ATACS Center, since you are in a position of evaluating them. We are not providing a professional service to the student if he/she has to expend energy to discriminate between you as a patient and you as a friend while at the ATACS Center.
- **Conflicts:** If you are experiencing any difficulties with students, faculty, staff, or clients, please address these concerns in a timely manner and in detail to the director of the SP program.
- **Telephone Numbers:** It is the policy of the SP program not to give out personal phone numbers – even to other SPs. If you want to share your telephone numbers with your SP colleagues, please remember that this would be your personal decision.
- **Food:** We do not provide food or beverages for events. If you are participating in an all-day event, please consider bringing a packaged lunch and a bottled/canned drink.
- **Library and Continuing Medical Education (CME) Lectures:** As a TTUHSC El Paso employee, you have access to the school library and you are welcomed to attend CME and other lectures, as announced by the all-campus email notices.

**Resigning or Departing from the SP Program**

All paper and/electronic materials are the property/copyright of the ATACS Center. These materials are to be used exclusively by ATACS SPs. Upon resignation or termination, all written/electronic materials are to be returned to the ATACS Center, along with the gown and the parking tag that was issued to you. To request a leave of absence, please contact the ATACS Center as soon as you know this status is needed. Date of departure and date of return are required. Your perspective is important to us and an exit interview is appreciated and required. Refer to HSC OP 70.19.

**Miscellaneous**

All recreational activities suggested by ATACS staff are optional. No SP will be required to participate in a recreational activity, or be penalized by choosing not to participate. Problems, complaints, or comments are to be brought to the attention of ATACS staff on-site. Please do not address concerns with the client/student. All concerns will be addressed. If you have a concern with an ATACS on-site staff member or a student, please speak directly with the unit assistant director of education immediately after the incident.

**TTUHSC El Paso Alcohol and Drug Policy**

TTUHSC El Paso Policy states:

TTUHSC El Paso intends to maintain a substance free workplace. Individuals impaired by the use of alcohol and drugs are potentially harmful to themselves, the University’s mission, the treatment of patients, their job performance and the wellbeing of co-workers, students, and visitors. TTUHSC El Paso adheres to the provisions of the Drug-Free Workplace Act of 1988. Individuals are expected and required to report for work, and to

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perform assigned duties, in a condition free from the effects of alcohol and drugs. This policy shall apply to the following individuals: faculty; staff; volunteers; residents; fellows; post-doctoral fellows; and clinical associates (all categories hereinafter referred to as individuals).”

Additionally, ATACS policy specifies:
• Drinking alcohol prior to or during sessions is not permitted.
• Drinking alcohol during activities sponsored by the client is not permitted.
• Drinking alcohol at a conference or workshop site where participants or clients may observe consumption of alcohol is not permitted.
• SPs under the age of 21 will not be permitted to purchase or assisted in purchasing alcoholic beverages.

TTUHSC EL PASO HARASSMENT AND GRIEVANCE POLICIES AND PROCEDURES

It is the policy of TTUHSC El Paso to provide an environment in which faculty, staff, and students may pursue their careers and studies with a maximum productivity and enjoyment. Behavior or conduct that interferes with this goal will not be tolerated.

If there are any questions about these SP guidelines, please contact the unit assistant director of education. All questions and comments are welcomed. You may contact Claudia Cortez at 915-215-4384 or by email at Claudia.Cortez@ttuhsc.edu. If problems are not resolved after working with the ATACS Center, you may contact the director of human resources by email at Rebecca.Salcido@ttuhsc.edu.