TECHS
TRAINING AND EDUCATIONAL
CENTER FOR HEALTHCARE SIMULATION
— TTUHSC EL PASO —

Policy and Procedure Manual
Learner

Revised: July 2023

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General Information

OFFICE LOCATIONS:

> TECHS North
> > GGHSON Building – 302
> > MSC - 41004
> > 210 N. Rick Francis
> > El Paso, TX 79905

> TECHS South
> > PLFSOM Medical Sciences Building I – 3301
> > MSC - 21003
> > 5001 El Paso Dr
> > El Paso, TX 79905

OFFICE HOURS: 08:00 – 17:00 Monday-Friday
(Closed on institutional holidays)

OFFICE PHONE: 915-215-6130

CONTACT INFORMATION:
> Executive Director
> Scott Crawford, MD – scott.crawford@ttuhsc.edu

> Business Manager
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> Senior Director – Administration
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WEB PAGE: https://elpaso.ttuhsc.edu/TECHS/

TRAINING AND EDUCATIONALCENTER FOR HEALTHCARE SIMULATION (TECHS)

Mission

To provide collaborative interprofessional training to the TTUHSC El Paso campus and community using best practices in education and advanced technology for students and healthcare providers to improve the quality of healthcare delivered and promote safe patient care practices.

Vision

Improve the quality of interprofessional learning, teaching, research, and delivery of health care through innovative, simulation-based education to enhance the quality and outcomes of patient care in the El Paso community and beyond.

TECHS Floor plans
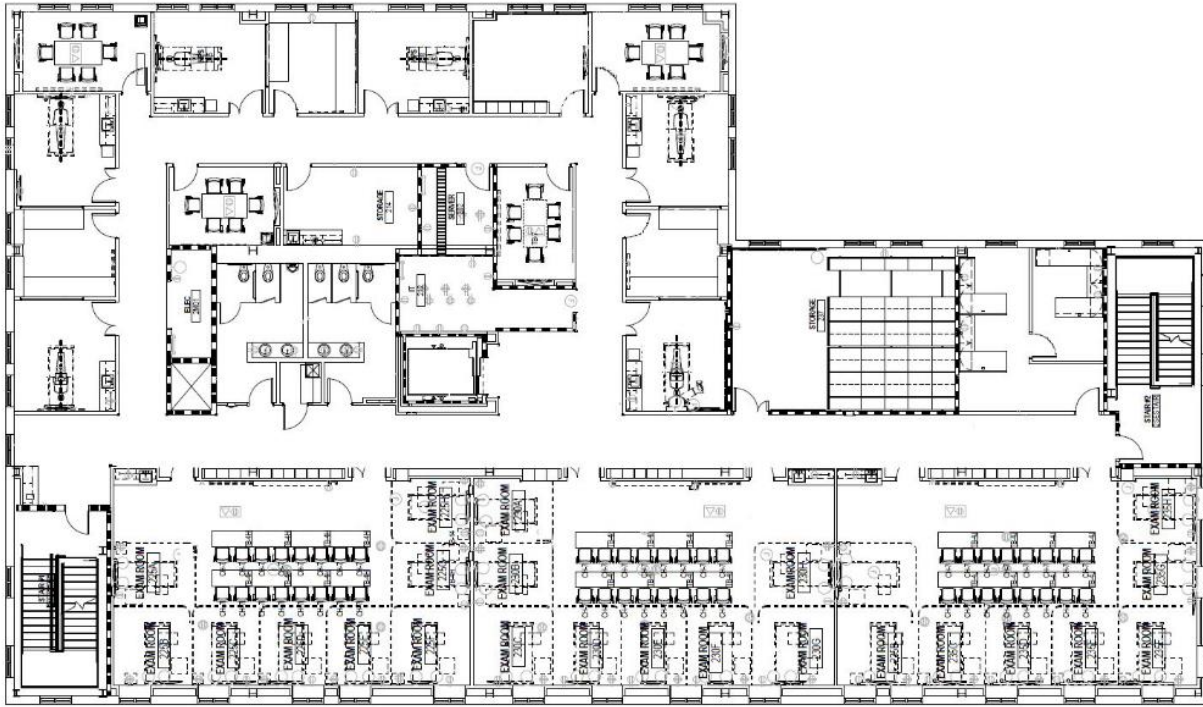
TECHS North – School of Nursing Building (2nd Floor)
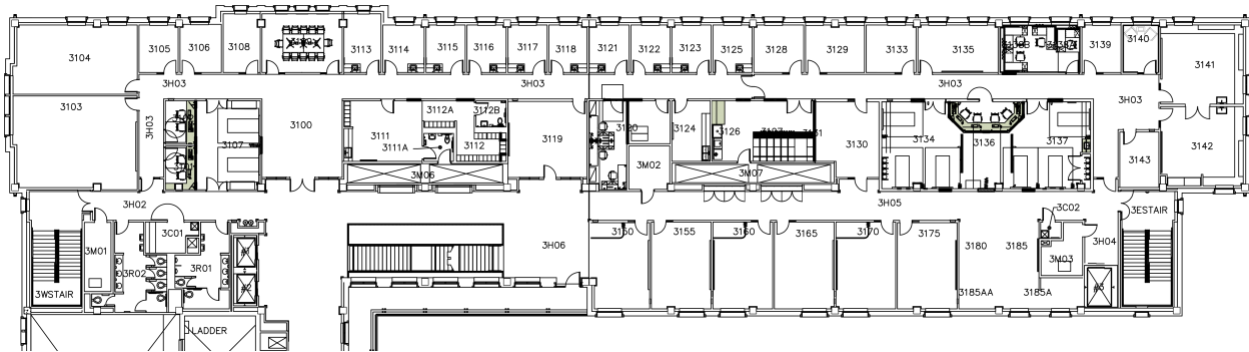
TECHS South – Medical Education Building (3rd Floor)

Orientation Session for Students/Residents

Before starting their training at TECHS, learners must attend an orientation session during which students will be introduced to all TECHS staff members, SP representatives and/or course directors with whom they will be working. An orientation video is shown during this orientation that goes over the function, layout, and expectations of learners while attending simulation sessions at TECHS. As general principles, all learners are expected to complete any assigned pre-simulation activities including reviewing any assigned articles, textbook chapters, videos, and complete any knowledge tests or other preparatory work prior to coming to their sessions. Additionally, as a part of the introductory curriculum for the medical, nursing, and dental school students, school specific expectations and policies are shared with each group of students by their course directors that will teach courses using the simulation center.

School specific policies may include:
- Attendance
- Electronic device Use
- Dress code

General Policies for TECHS are on page 6

Each learner will be asked to sign a consent form "Consent and Release to Use Image or Information" and be expected to follow the policies in this manual. An electronic copy of the TECHS Policy and Procedures Manual is provided to each student through their respective schools and is available on the TECHS website.

Learners are encouraged to have a tour of TECHS to become familiar with the capabilities and identify where specific educational activities will be conducted.

TECHS General Policies, Procedures, and Guidelines

Access
I. Purpose
Access to the simulation areas at TECHS is restricted to TECHS staff, and course directors/faculty who have regularly scheduled sessions.
TECHS can be accessed via Proximity Badge activation and/or key. The purposes of this process is to:
1. Limit access of TECHS to unauthorized persons
2. Protect the safety of all persons who utilize TECHS
3. Ensure protection for TECHS properties against theft or damage

II. Policy statement
TECHS director can authorize access to TECHS by coordinating with building managers and campus policy department TECHS directors will have 24/7 access via proximity badge. Course directors, faculty instructor, SPs and TECHS staff will have access to the facility during working hours. All other faculty/instructors are required to contact one of the TECHS directors for access.

III. Procedure
1. Faculty/instructors/educators who have regularly scheduled sessions at TECHS can contact the TECHS director to request access to TECHS via ID badge-activation.
2. Learners are not permitted to be left in TECHS unsupervised. The scheduled faculty member/instructor/educator must be available throughout the teaching session.
3. All faculty/instructors/educators using TECHS are required to follow the procedures to ensure the safety and security of TECHS, learners, and staff.
4. Learners and/or faculty/instructors/educators are accountable for any damage to equipment they are using while at TECHS.

Conduct and Behavior

I. Purpose
TECHS values the right of every student to learn, treasures the effort of every student to progress, and supports every student to succeed. Therefore, TECHS fosters the essential principles for all participants to be able to work together and accomplish educational objectives.

II. Policy statement
The simulation center code of conduct addresses behavior related to students' and instructors' rights and responsibilities associated with learning at TECHS. Experiential learning through simulation can be one of the most challenging and rewarding experience for both learners and educators. All staff and instructors at TECHS are excited to welcome new and returning learners and will help allow everyone to succeed. In order to get the most out of the experiences provided, everyone is asked to adhere to the following code.

Code of Conduct

1. Attendance: Learners are expected to be in class the entire class time. Do not enter late or leave early. Rare exceptions may be made, particularly in emergency situations, but learners should be prepared to explain to the instructor before class.
2. Absences: Learners should inform the instructor in advance, if they know they are going to miss a class. Learners should not be expected to be allowed to make up work, such as simulation sessions or knowledge tests, after an absence. Instructors are not responsible for re-teaching the material that is missed due to an absence.
3. Conversation: Do not carry on side conversations in class or during simulation activities.
4. Other Activities: Learners may not work on other activities while in class. This includes homework for other courses or other personal activities.
5. Internet: In classes where internet access is provided, learners are expected to use the internet for valid academic purposes only. They may not use it for open access to other non-academic sites unrelated to the course.
6. Attitude: Learners are expected to maintain a civil attitude in class. Inappropriate or offensive commentary or body language regarding the course, the instructor, assignments, or fellow students, will not be tolerated.

7. Profanity and Offensive Language: Learners may not use profanity or offensive language in class.
8. Electronic communication devices: Learners are expected to follow the TECHS policy on electronic communication devices (page 10). Course directors may limit the use of devices during certain activities. If given specific instruction, learners are expected to follow the guidance from their course director.
9. Guests and Children: Learners cannot bring friends or children to class. Individuals who violate this regulation are subject to disciplinary action.
10. Food and Drink: No food, chewing gum, drinks, seeds, or toothpicks are permitted in simulated patient care areas (Ex. Standardized patient examination rooms, immersive simulation rooms, near hospital style beds, or during any procedural activity). Water and coffee may be brought into classroom portions of TECH provided no real or simulated medical care activities are planned in that space.

Student Conduct

I. Purpose

All students have a legal and moral right to know the specific areas of prohibited conduct and to be judged as to charges of commission of such conduct by a fair and impartial hearing.

II. Policy

Set forth below are school regulations prohibiting certain types of student conduct and constitute offenses against the school.

1. Academic dishonesty
   a. Giving or receiving information about the content of quizzes, examinations, (including make-up exams), classroom, or lab work or other assignments without instructor permission.
   b. Copying or using unauthorized information or materials on quizzes, examinations, or other assignments.
   c. Selling, buying, or otherwise obtaining a copy of a test, quiz, or examination without instructor approval.
   d. Collaborating with another person or persons during quizzes, examinations or other assignments except as authorized by instructor.
   e. Working with another person or persons during or prior to a make-up examination unless authorized by instructor.
   f. Substituting for another person during a quiz or examination or allowing a person to substitute for you during a quiz or examination.
   g. Buying or selling a report, term paper, manuscript, project, etc. to meet the requirements of an assignment.
   h. Plagiarism: using partially or totally the ideas or words of another person or persons in written assignments without crediting the source(s).
   i. Failing to follow "test-taking" procedures established by instructor.
2. Stealing property, knowingly possessing, receiving, or selling stolen property of TECHS.
3. Behaving in an abusive, obscene, violent, excessively noisy, or drunken manner at TECHS.

4. Damaging or destroying TECHS property or property belonging to a member of the center.
5. Intentionally causing or attempting to cause physical injury to an employee, a student, or guest, or behaving in such a manner that could reasonably be interpreted as possibly leading to the physical injury of an employee, student, or guest.
6. Unauthorized entry into any office, laboratory, or storage space at TECHS.
7. Bringing or using firearms, fireworks, explosives, incendiaries, and all other type of weapons to TECHS.
8. Hazing or harassing any student, staff member, or guest of TECHS.
9. Possessing, using, transmitting, or being under the influence of any narcotic drug, hallucinogenic drug, amphetamine, marijuana, alcoholic beverage, or intoxicant of any kind on TECHS at any time. Using legally prescribed medications is not a violation.

Cell Phone Use

I. Purpose

Cell phone access is now ubiquitous and use of these devices has potential benefits to enhancing education through access to additional resources and in the provision of care. Learning to appropriately use and access these resources during training can improve delivery of actual medical care.

II. Policy

Any and all use of electronic communications devices must be limited to those appropriate to the simulated clinical environment in which a learner is participating. TECHS acknowledges that current health care practice relies on the use of peripheral cognitive aids, such as prescription reference programs, clinical care applications, calculators, and access to outside articles and references. In order to enhance the realism and learning of the participants in sessions at TECHS, the possession and professional use of electronic communication devices is allowed, except when limited by the direction and objective of a specific course director/faculty. Learners are not allowed to take photos or videos using personal devices during simulation activities.

Outside of simulation activities, photographs or images may be requested for use in educational or departmental activities, but must be approved by any associated course director, and a director of TECHS.

To enhance the learning and education about appropriate and professional use of communication device use in the clinical setting, any learner observed using their device may be asked by the session facilitator to share their device use and resources as part of the simulation discussion and debriefing.

Confidentiality and HIPAA

To preserve the realism of the clinical scenarios used at TECHS and to provide an equitable and excellent learning experience for each learner, all participants at TECHS are required to keep the simulation activities and case materials confidential. Learners must treat standardized patient (SP), role play partner(s), simulator manikin or partial task equipment like a real patient. All participants at TECHS are expected to uphold all requirements of the Health Insurance Portability and Accountability Act (HIPAA) and any other federal, state laws, and TTUHSC rules and regulations of confidentiality. Any violations must be reported to a TECHS director or course director. Many activities at TECHS are video-recorded and/or photographed for learning, training or debriefing purposes. The videos are stored on the TECHS server; and students can view or request a copy of his or her performance. Requests for review should be submitted to TECHS director and the applicable course director. TECHS protects the confidentiality of its employees, faculty, learners, and standardized patients. Any use of the video outside of the learning purpose is strictly prohibited (see Video Recording for more information about video record retention).

Virtual Session Confidentiality

If virtual sessions are planned, only institutionally approved conferencing software (ex. Webex or Zoom) should be used. Individual session scheduling with a unique link is the preferred method for scheduling. If open personal room scheduling is planned, a moderator, such as a program coordinator, must be present to review in-room attendance and expel any non-authorized participants. The use of approved conferencing software will ensure that login information is in compliance with TTUHSC El Paso IT security requirements and will give notice to participants of planned session recording. The same rules of confidentiality apply to virtual sessions with neither learners, faculty, or staff sharing case materials or actions beyond the designed context of the case.

Students with Disabilities

All requests for accommodation of students with disabilities (e.g., extra time and/or separate room for exams of standardized patients, use of special supplies (e.g. different size of gloves), reduced caseload, prolonged access to simulators, etc.) are evaluated on a case-by-case basis. The director of Disability Support Services will communicate the specific needs for students with disabilities for a specific course with course director/co-director and work with him/her on anticipating appropriate accommodations. The course director/co-director will provide timely information regarding the accommodations to the director of TECHS for the purpose of purchasing items and/or modifying services. The director of Disability Support Services will communicate to the student regarding the period of time that it can take for purchasing supplies (potentially eight weeks) and work on any temporary accommodations that can be put into place until then. Learning activities or events for students with disabilities organized at TECHS must be supervised by a faculty member from the scheduling department. In addition, the Director of TECHS and the course director/co-director will refer any student who discloses a disability or would like accommodations to the Office of Student Services at 915-215-4370 or Office of Disability Support Services at 915-215-4370.
(https://elpaso.ttuhsc.edu/opp/_documents/51/op5104.pdf)

Terminology

Use of healthcare simulation terms at TECHS shall follow the definitions within the Healthcare Simulation Dictionary 2nd Edition. (https://www.ssih.org/Portals/48/Dictionary/Dictionaryv2.0.pdf)

Fiction Contract

During orientation all learners will be introduced to the simulation fiction contract. This term will be used to describe the limitations of creating an artificial healthcare environment. TECHS faculty and staff acknowledge that we can only approximate human patient interactions, human physiology, and interactions with equipment (human factors) in a simulation environment. Learners agree to participate in simulation activities as though they were real healthcare interactions and activities understanding that some aspects of care will be fictionalized. TECHS will strive to provide the most-realistic educational experience possible and learners agree to provide feedback on how to improve cases and realism.

Practicing Examinations and Procedures

TECHS has numerous tools to support experiential learning. These tools include task trainers, manikins, virtual reality trainers, and standardized patients. In some activities multiple modalities may be combined to enhance the training experience. Learners should not practice invasive examinations or skills on each other.

On some occasions, learners may be allowed to demonstrate basic non-invasive skills or examination techniques on each other. This may include skills such as otoscopic or ophthalmoscopic examinations, blood pressure measurements, simple auscultation, or ultrasound examinations. Examinations that require removal of clothing or exposure of the chest and abdomen are discouraged. If a learner is uncomfortable with any portion of a proposed activity they are encouraged to notify the course director or any member of the TECHS staff immediately.

Mask use and Personal Protective Equipment

TTUHSC El Paso has reduced the requirements for mask use on campus. Mask use at TECHS will similarly not be enforced unless this is a requirement by TTUHSC El Paso Clinics (refer to clinic policy for guidance). Mask use is still expected should any individual have symptoms of a respiratory infection or was exposed to a known COVID infected person and was not wearing a face covering or mask at that time within the past 10 days. Notification of COVID exposures is still requested through the TTUHSC El Paso hotline (915) 215-SICK (7425).

Examination of areas on the head and neck are an important part of the physical exam that must be mastered by healthcare practitioners. This portion of the examination has been limited in emphasis during the pandemic years, but is again allowed as part of the routine physical examination. This may include palpation (touching) of the side of the neck and head to train lymph node and thyroid evaluation. Similarly, use of an otoscope/ophthalmoscope to look in the eyes, ears, or mouth is a skill that requires some development of technique that is best learned by routine practice. We have implemented several tools to allow virtual training of the eye and ear examination, but brief examination of the eye, ear, and mouth may be requested as part of the routine physical examination. Glove use in clinical environments is expected by care providers if there is the potential to encounter blood and body fluids, including contact with mucous membranes and non-intact skin. This practice will be encouraged in the simulated setting as well.

Educators should describe what components of the physical examination are expected in their curricular planning, and this information will be shared as part of the role expectation with standardized patients (SPs). The ultimate decision of what portion of the examination an SP allows will remain with them.

Session Feedback

Session feedback will be sought for all courses offered through TECHS. The course director for a simulation activity may obtain feedback as part of their larger course or curriculum evaluation if they agree to share this feedback with the TECHS directors to allow for continued quality improvement. If a course director does not have a system or plan for collecting learner feedback, TECHS staff will provide a QR code survey link for display at the conclusion of the simulation

activity to automate the feedback collection from learners about their educational experience at TECHS.

The TECHS Session Survey is available through this link:

https://elpasottuhsc.co1.qualtrics.com/jfe/form/SV_8u0DmCPZhQPc9ka

The information from these feedback mechanisms will be reviewed monthly during the TECHS staff meeting. Identified deficiencies will be noted on the simulation case outline/planning document to assist in improving future delivery of that simulation.

TECHS will work with the Office of Institution Research and Effectiveness (OIRE) to ensure surveys are designed to collect necessary data without duplicating existing evaluation processes.

Safety, Injuries, Emergencies, Closure

I. Purpose

Injuries and emergencies can happen even in a simulation environment. The policies here will provide guidance for staff and users of the simulation center if an actual injury or emergency is encountered.

II. Policy

Infection Control

All learners and instructors who participate in clinical simulation sessions with standardized patients and manikin simulators must take all standard precautions and transmission specific precautions such as airborne, droplet and/or contact. If any learner, faculty or staff member develops sign or symptom of a potential infectious/contagious medical condition such as red eyes, cold or influenza symptoms, they must inform the course director or supervisor and refrain from participating in the simulation session. Hand washing and sanitizer must be used before conducting examination of the SP. Gloves will be worn according to expected real clinical guidelines with all SP, manikin or task trainer interactions.

Latex Warning

Although TECHS doesn't use latex gloves, it's not a latex-free facility. Therefore, learners and instructors need to recognize that some equipment or materials at TECHS may contain latex. Individuals with known sensitivity to latex need to alert either their course director or any member of TECHS; and refer to the publications on latex allergy precaution and prevention.

Needle Stick Guidelines

All sharps are to be handled safely and disposed properly according to the CDC guidelines. In general, most needle sticks that occurred in clinical simulation centers were between the operator and the simulator. However, in the event of a needle stick or a sharp object related injury, the injured individual must notify immediately their faculty/staff instructor or a member of the TECHS staff. The faculty/instructor, or supervisor of the individual who was stuck will fill out the online incident report. If this individual is unavailable immediately, the Unit Safety Officer (USO) for TECHS can assist with completing this report. This report is valid for both students and employees.
Online incident report link for TTUHSC El Paso (please provide as much detail as possible):
(https://ecampus.elpaso.ttuhsc.edu/occurrencereport)

If the injury is related to biologic material with the possibility for highly infectious agents such as HIV or HBV, the institutional procedure for "Needlestick Injuries/Exposures To Body Fluids, Care & Follow Up" will be followed (https://elpaso.ttuhsc.edu/opp/_documents/EP-7/ep-7-03.pdf).

For employees, a Workers Report of Injury form must be completed:
https://elpaso.ttuhsc.edu/opp/_documents/70/op7013a.pdf (supervisor)
https://elpaso.ttuhsc.edu/opp/_documents/70/op7013b.pdf (for employee)

Security and Fire Safety

Doors at TECHS are locked, except during standard business hours 8am-5pm Monday-Friday; and only authorized individuals have access to the simulation center. TECHS employees or course coordinators will inform all learners and instructors of the locations of the emergency exits during the Simulation Orientation. In case of a fire, all persons must evacuate the building according to the instructions and directions of the Emergency Warning System and the TECHS Unit Safety Officers. Fire extinguishers are located throughout the hallway.

Campus/Center Closure and Inclement Weather Policy

In the event of a local incident or regional weather event that would prevent safe and normal attendance to courses offered at either TECHS North or TECHS South, the director of TECHS may declare a cancellation or delayed start to courses.

For weather related closures, the TECHS director will follow the information and guidance of the TTUHSC El Paso president. All courses, will follow the guidance for educational programs, even if an offered course has no TTUHSC El Paso students.

If a cancellation or delay is issued, the Executive Director of TECHS will notify each director by phone to discuss a revised scheduling plan. If a campus closure or delayed start is announced by the TTUHSC El Paso President, and the Executive Director for TECHS is not reachable, any of the directors for TECHS, may begin the process of alerting affected staff, and course directors. Course cancellations or delays will be reported to the course director listed on the course scheduling form, via email, as soon as the decision for delay or cancellation is finalized. This communication will also include instructions on when and where to meet to review how to modify or adjust the previous course plan to ensure learning opportunities are maintained as much as possible.

It will be the responsibility of the course director/faculty listed on the session scheduling form to notify any learners of cancellations.

Technology and Data Storage

I. Purpose

TECHS faculty and staff, TTUHSC El Paso educators, and learners rely on technology for the delivery of educational content, operation of equipment, documentation of learner performance, and storage of material to support simulation activities. Technology allows access to and the ability to share information easily, with individuals both on and off campus. The policies in this section describe the resources and systems at TECHS any their regulations for use to support the educational mission of the simulation center.

II. Policies

Social Media

Rationale:
Medical education and simulation education have a large amount of material presented through channels of free-open access medical education (FOAMEd). Adding this type of technology presence will allow TECHS to promote activities within the center, connect to other groups around the world, and share the expertise and experience of TECHS educators, staff, and learners. Simulation currently produces and shares information through social media and professional societies and websites, such as: HealthySimulation.com, the Society for Simulation in Healthcare (SSH), the Gathering of Healthcare Simulation Technology Specialists (SimGHOSTS), the International Nursing Association for Clinical Simulation and Learning (INACSL), and the Association for Standardized Patient Educators (ASPE). Contributors to these organizations and other similar simulation sites through blogs, videos, and social media experiences enhances the knowledge of educators and operators for simulation-based education centers around the world. TECHS strives to be active in sharing the expertise of its staff through Twitter, YouTube and other outlets. This presence should follow the guiding principles of sharing evidence and experience-based best practice regarding the use, delivery, and innovation of simulation-based education. This presence should also serve the goal of enhancing the public and professional image of TECHS as a leader in simulation-based education. Having a social media presence for the center will allow interaction with other campuses through real-time conference learning and live content sharing of activities.

TECHS has two social media outlets approved through the Office of Institutional Advancement. A YouTube account under the name "TECHS El Paso" and a Twitter account under the name "@TTUHSCEPTECHS". Both accounts are administered and linked to the external email account ttuhscelpasotechs@gmail.com. The account login and access are controlled by the TECHS Executive Director and Senior Director of administration. The login information for the accounts is also provided to the managing director of marketing and communications at the TTUHSC El Paso Office of Institutional Advancement.

YouTube: https://www.youtube.com/channel/UCImzpAIsP3VzuCIJHm352SA

Twitter: https://twitter.com/TTUHSCEPTECHS

To keep the material presented appropriate to simulation and medical education and practice, the following procedures will be followed:

- Administration of the account should be internally limited to the directors of TECHS.
- The account can also be viewed and managed by the Texas Tech University Health Sciences Center El Paso Office of Institutional Advancement. Login credentials will be changed if anyone with access leaves the institution or department within one business day. Should the login credentials be changed, the information for account administration will be forwarded to managing director of marketing and communications within two business days.
- Posting of material to on any TECHS platform that is viewable to the public must be under the direction of either the Executive Director of TECHS or one of the TECHS directors.
- All posts must be approved by a minimum of two TECHS staff; or at the discretion of the Office of Institutional Advancement per their protocol and directive.
- Posts must relate to:
  ◦ Medical education
  ◦ Current medical practice
  ◦ Simulation techniques
  ◦ Educational innovation
  ◦ Research
  ◦ Opportunities or events on the TTUHSC El Paso campus
  ◦ Faculty/staff highlights or achievements
- Any deviation from these above topics must be approved through the Office of Institutional Advancement or TECHS director prior to posting.

To comply with standard regulations and protocols, posts must not include any religious or political viewpoints. No copyrighted information shall be posted that is not specifically owned by the department or without specific written approval for reproduction of this information. All posts must be HIPAA compliant to include any identifying information for a patient either directly given or implied through the information provided. This account will receive periodic review every 6 months by the TECHS director and can be terminated at the discretion of the director of TECHS or by the Office of Institutional Advancement.

While individuals will sign a consent form acknowledging the use of video and photographic recording of activities within TECHS, specific consent will be sought for the planned usage of identifiable images of individuals prior to use on social media or marketing materials.

Video Recording

TECHS uses the video recording system and electronic documentation system LearnSim provided by CAE Healthcare. This system is capable of providing audio and video recording, live streaming, retention, and replay of sessions. Not all sessions are routinely recorded. If this is an expectation of the learning activity, the reason for recording must be described before approval. Common rationale for recording is for review and confirmation of performance during graded sessions, to allow learners to review and reflect upon performance and communication

skills, or to assist with debriefing and case discussion. Recording to assist with research and review is also allowed if part of an approved research protocol. Retention of recording will be in accordance with the reason for recording and the specific learner type.

Video recording of students that is performed as a requested component of academic course related simulations will be classified as "Student Coursework" under 15.2.029 according to the Texas State University Records Retention Schedule (https://www.tsl.texas.gov/sites/default/files/public/tslac/slrm/pubs/URRS%202019-12.pdf). The retention duration shall be one year past the student's academic record is closed (AC+1).

Non-graded activities that are not part of academic course work (i.e. formative training for residents, students, or other learners) will be retained for 30-days unless separately requested and approved.

Dress Code Policy

I. Purpose

The purpose of this policy is to establish guidelines for appropriate conduct and dress code on the premises of TECHS for all TTUHSC students and other learners/training participants. The dress code is based on TTUHSC Policies EP 9.5 and EP 9.6 and University Medical Center Policy IMG G-4. It provides standards for all participants in events at TECHS in order to project a professional image, and protect standardized patients, learners, and equipment. The premises of TECHS should treated as a clinical environment.

II. Review

This policy will be reviewed every even year by the TECHS's director(s), Steering Committee, and operations staff.

III. Policy

Adherence to this policy is considered part of professionalism.

TECHS director(s) and staff are responsible for establishing and monitoring the policy and ensuring that all learners of TECHS are informed of the policy. Enforcing approved standards of conduct, hygiene, general professional appearance, and attire will be in accordance with home department.

A learner who do not follow the TECHS policies will have a notification sent to his or her supervisor. If a students is behaving in a manner that is unsafe, he or she may be asked to leave and the issue will be reported to their designated supervisor (Ex. college masters, dean, or program director).

IV. Responsible

TECHS director(s)
TECHS staff
TTUHSC faculty and educators
All learners at TECHS

1. Responsibilities
   a. Students and other learners are accountable to TECHS Policy and are expected to maintain a professional appearance at all times while participating in simulation-based activities.
   b. Learners shall bring all required medical equipment for each session. (Example: stethoscope, penlight, reflex hammers). A standard otoscope and ophthalmoscope will be available in examination rooms.

2. Conduct
   a. No food, chewing gum, drinks, seeds, or toothpicks are permitted in simulated patient care areas (Ex. Standardized patient examination rooms, immersive simulation rooms, near hospital style beds, or during any procedural activity). Water and coffee may be brought into classroom portions of TECHS provided no real or simulated medical care activities are planned in that space.

b. Personal electronic devices are to be used only for the support of education and provision of medical care. Personal electronic and communication devices may not be used during testing scenarios unless specifically allowed by the faculty as part of the activity. The simulation space should be treated as a clinical environment and therefor no personal communications, photos, or social media should be performed in this area.

c. TECHS does not have locker spaces for learners. Please avoid bringing backpacks or large personal items unless needed for the scheduled activity.

d. TECHS is not responsible for any lost or stolen items. Any items left behind will be turned over to the TTUHSC Police Department.

e. When necessary, appropriate personal protective equipment (PPE) shall be worn (e.g., gloves, gown, and/or mask) in accordance with standard clinical practice for the simulated case described.

f. Abuse and/or damage to the facilities or equipment may result in charges and/or loss of future privileges.

g. Learners are expected to arrive before their scheduled event time; if the event begins anyone arriving late will not be given any extra time. It is at the discretion of TECHS to cancel any session due to late arrivals. Rescheduling of an event will be based on availability of TECHS.

3. General Professional Appearance and Attire
All learners participating in sessions at TECHS are required to wear clinically appropriate attire for the service and specialty they are representing.
Example:
- Medical students participating in clinical encounters with standardized patients and any non-surgical activity should wear white coats over professional business attire.
- Nursing students should follow school guidelines for clinical rotations. (Ex. clean TTUHSC logoed scrubs)
- GME learners should wear attire appropriate to their specialty and workday. (Ex. medical specialties, business casual with white coat; surgical specialty clean scrubs)

a. Clothing
Clothing will be worn appropriate to the TECHS environment. All clothing should be neat, clean, pressed, and fit properly. Fabrics should be traditionally acceptable for a standard clinical care setting. Articles of clothing that are considered inappropriate for TECHS are those described below (this list is not all-inclusive):
   i. Tight-fitting, revealing, overly loose-fitting, wrinkled, soiled, and casual clothing such as shorts, skorts, denim jeans/skirts/shirts of any color and clothing that may expose the midriff and torso.
   ii. Skirt lengths that are more than two (2) inches above the knee or with a revealing slit.
   iii. Tank tops or blouses with racer backs or spaghetti straps.
   iv. Plunging neckline, V-neck, or unbuttoned blouse/shirts that reveal undergarments or cleavage.

     v.   Stirrup pants, low rise pants, baggy pants, sweatpants or outfits, warm-ups, or wind suits.

     vi.   Fabrics such as denim (any color), sheer, clinging, open weave knit, dressy metallic, sequins, and sweatshirts.

b. Shoes

Footwear should be worn at all times while at TECHS. All footwear worn should fit comfortably.

     i.   For safety reasons shoes will be closed-toed with a solid rubber sole, and low heeled to prevent slipping, falling, or accidents.

c. Scrubs

     i.   MSI or MSII students:

     MSI or MSII students are not permitted to wear scrubs unless provided advance approval of overseeing medical skills course director. If advance approval is given scrubs should be neat, clean, fit properly, and appear professional. V-neck scrubs should be worn with an under-shirt if chest hair is visible.

     ii.   MSIII, MSIV, and dental students:

     MSIII or MSIV students are permitted to wear scrubs only if appropriate for their current clinical rotation and at the discretion of the clerkship director(s). If approval is given, scrubs should be neat, clean, fit properly and appear professional. V-neck scrubs should be worn with an under-shirt if chest hair is visible.

     iii.   Nursing students:

     Nursing students may wear approved scrubs in accordance with the Gayle Greve Hunt School of Nursing (GGHSON) policies. They must be neat, clean, and fit properly. Other nurses not requiring scrubs must wear clinically appropriate attire when attending sessions at TECHS.

     iv.   Residents and faculty:

     Residents and Faculty are expected to wear clothing that projects a professional image appropriate for their specialty. Clothing should be of the same style as that worn to see patients and be neat, clean, and fit properly.

d. Jewelry

     i.   Jewelry, if worn, must reflect a professional image. Jewelry that could become a hazard, interfere with the care of a standardized patient, or cause an accident while in TECHS may not be worn.

     ii.   Earrings will be limited to earlobes only. Ear gauges must be flesh color when participating in simulated clinical activities.

     iii.   Jewelry including necklaces or bracelets that are distracting or pose a safety or hygiene hazard should not be worn.

     iv.   Other visible body (nose, eyebrow, chin, etc.) or tongue piercings are prohibited (unless approved by Student Affairs).

e. Head Gear and Hair
   Hats, caps, and other head gear are not permitted during educational sessions. Only head gear worn for religious purposes and approved in advance by the Office of Student Affairs is permissible.

f. Face Masks
   Face coverings may be required for participation in some activities to minimize transmission risk to staff and other learners. If you bring your own face mask, it should be professional without profane or inappropriate images.

g. Makeup
   If worn, makeup shall be complimentary to a learner's natural feature. Makeup should be modest and minimal to create professional image

h. Tattoos
   Learners with visible tattoos on the legs or arms should be covered.

i. Identification badges
   Identification badges will be visible and worn in the chest area on the outermost garment at all times while at TECHS. The photo ID badge will be helpful in identifying learners during sessions and in the event of an emergency.

4. Hygiene
   a. Every participant in any training session at TECHS shall follow infection control measures regarding grooming and professional appearance.
   b. Hair, including beards and mustaches, should be clean and groomed so that it presents an overall professional appearance. Hair longer than shoulder length must be confined so that it does not interfere with patient care or present a safety hazard.
   c. Shaving of only a portion of hair and extreme hair color or hairstyles are prohibited.
   d. Hand hygiene, including hand washing, is an essential part of infection control. Fingernails should be trimmed of an even length so standardized patients will not be scratched or hurt during a session. The same requirement applies to manikin simulators or simulations involving physical exam or skills procedures.
   e. Nail polish is acceptable with moderation. Long artificial nails are prohibited.
   f. Use of perfume and cologne should be in moderation.

Complaint Resolution

TECHS is committed to resolve promptly any complaints that arise at TECHS. TECHS observes all federal and state laws, rules and regulations, and TTUHSC El Paso policies and procedures. Many forms of complaints including sexual harassment or grievance are described and covered in TTUHSC El Paso Operating Policies and Procedures (https://elpaso.ttuhsc.edu/opp/), Student Handbook (https://elpaso.ttuhsc.edu/studentservices/_documents/Institutional-Handbook.pdf) or Faculty Handbook (https://elpaso.ttuhsc.edu/som/facultyaffairs/facultyhandbook.aspx).

If a participant has any concern or complaint about a person or a situation during a program conducted at TECHS, he/she should immediately contact a TECHS director, or one of the course directors. All complaints and concerns will be treated confidentially according to the institutional rules and regulations. https://secure.ethicspoint.com/domain/media/en/gui/44534/index.html https://elpaso.ttuhsc.edu/opp/_documents/70/op7040c.pdf (Confidentiality Guidelines for Participants in Nursing Peer Review)

Specific guides are available below:

https://elpaso.ttuhsc.edu/opp/_documents/52/op5206.pdf (Standards of Ethics and Conduct Guide)
https://elpaso.ttuhsc.edu/opp/_documents/76/op7601.pdf (Emergency Management Plans)
https://elpaso.ttuhsc.edu/opp/_documents/76/op7602.pdf (Identification Badges)
https://elpaso.ttuhsc.edu/opp/_documents/76/op7608.pdf (Violence and Workplace Threats)
https://elpaso.ttuhsc.edu/opp/_documents/76/op7617.pdf (Bomb Threat Procedures)
https://elpaso.ttuhsc.edu/opp/_documents/77/op7705.pdf (Student Suspension, Retention)
https://elpaso.ttuhsc.edu/opp/_documents/77/op7713.pdf (Student Education Records)
https://elpaso.ttuhsc.edu/opp/_documents/75/op7501.pdf (HSC Safety Program)
https://elpaso.ttuhsc.edu/opp/_documents/75/op7503.pdf (Hazardous Material Incidents)
https://elpaso.ttuhsc.edu/opp/_documents/75/op7516.pdf (HSC Fire and Life Safety Policy)
https://elpaso.ttuhsc.edu/opp/_documents/75/op7504.pdf (Compliance with National Fire Protection Association Codes & Standards)
https://elpaso.ttuhsc.edu/opp/_documents/75/op7511.pdf (Health Surveillance Program & Infection Control)
https://elpaso.ttuhsc.edu/opp/_documents/75/op7509.pdf (General Laboratory Use Policy)
https://elpaso.ttuhsc.edu/opp/_documents/70/op7010.pdf (Non faculty Employee Complaint and Grievance Procedures)
http://www.texastech.edu/offices/cfo/system-regulation-07.06-sexual-harassment.pdf (Sexual Harassment)
https://elpaso.ttuhsc.edu/opp/_documents/51/op5103.pdf (Harassment, Sexual Assault, Sexual Misconduct, and Title IX Policy and Complaint Procedure)
https://elpaso.ttuhsc.edu/hr/_documents/TTUHSC%2051.03%20complaint%20form.pdf (Complaint of Sexual Harassment Form)
https://elpaso.ttuhsc.edu/opp/_documents/70/op7039.pdf (Drug-free workplace policy)
https://elpaso.ttuhsc.edu/opp/_documents/63/op6310.pdf (Property Management)
https://elpaso.ttuhsc.edu/opp/_documents/56/op5601.pdf (Use of Information Technology Resources)

https://elpaso.ttuhsc.edu/opp/_documents/56/op5602.pdf (Electronically Delivered Education)
https://elpaso.ttuhsc.edu/opp/_documents/56/op5604.pdf (Electronic transmission of Personally Identifiable Information (PII) and Personal Health Information (PHI)
https://elpaso.ttuhsc.edu/opp/_documents/52/op5202.pdf (Privacy and Security of Health Information)
https://elpaso.ttuhsc.edu/opp/_documents/52/op5209.pdf (Confidential Information)
https://elpaso.ttuhsc.edu/opp/_documents/52/op5209b.pdf (Confidentiality Agreement)
https://elpaso.ttuhsc.edu/opp/_documents/02/op0201.pdf (Office of Institutional Advancement Relationships & Responsibilities)
https://elpaso.ttuhsc.edu/opp/_documents/02/op0202.pdf (Solicitation of Gifts and grants from Private Philanthropic Sources)
https://elpaso.ttuhsc.edu/opp/_documents/75/op7506.pdf (Corridor Storage)
https://elpaso.ttuhsc.edu/research/committees/irb/resources/HRPP-Manual.aspx (IRB Manual)
https://elpaso.ttuhsc.edu/opp/_documents/56/op5606.pdf (Bring Your Own Device (BYOD))

TECHS Continuing Quality Improvement

TTUHSC El Paso has selected Interprofessional Education (IPE) for its Quality Enhancement Plan (QEP). The primary purpose of Interprofessional Education is to prepare graduates to be leaders in the dynamic health care environment by promoting the knowledge, skills, behaviors, and attitudes required to provide high-quality, safe, individualized care for patients as members of an interprofessional team.

Implementation of the Interprofessional Education (IPE) initiative will focus on four areas:

1. Create an administrative infrastructure to support interprofessional education.
2. Provide faculty development opportunities to support the development and implementation of IPE pedagogies and modalities.
3. Establish a culture of interprofessional education by developing a common foundational IPE learning experience for all students, and supporting integration of additional IPE learning opportunities into existing curricula.
4. Provide the technical expertise and infrastructure necessary to facilitate interconnectivity among individuals even when they are in different geographic locations and/or time zones. In supporting the implementation of the institutional QEP, TECHS will particularly emphasize its role in the last three focus areas; and will develop a specific continuous quality improvement (CQI) program in 5 areas:

1. Program development and implementation
2. Learners' feedback & program evaluation
3. Operation and resources
4. Training and development
5. Research

CQI is not an abstract theoretical exercise but a hands-on endeavor by employees who care about their work and strive to improve themselves and their productivity every day. The decisions about what needs to be improved, the possible methods to improve it, and the steps to take for better outcome are all made by each and every member of TECHS and based on observation, feedback, evidence-based literature, and research.

Core Concepts of TECHS CQI

- Quality is defined as meeting and/or exceeding the expectations of TECHS customers.
- Success is achieved through meeting the needs of those we serve.
- Most problems are found in processes, not in people. TECHS CQI does not seek to blame, but rather to improve processes.
- It is possible to achieve continual improvement through small, incremental changes using the scientific method.
- Continuous improvement is most effective when it becomes a natural part of the way everyday work is done.

Consent and Release to Use Image or Information

All users of the simulation center will complete the online consent form to describe their wishes about the use of images or videos taken inside of the center.
https://elpasottuhsc.co1.qualtrics.com/jfe/form/SV_6mPKBQDEWqIIS8J

The information from this form is displayed below.

_____ or my authorized legal representative, hereby give consent for Texas Tech University Health Sciences Center (TTUHSC) employees, students or agents to take and use information about me (including my medical history, if applicable, my name or image or likeness including, but not limited to, photographs, videotaped images, audio recordings, digital (collectively "Images"), or my data or presentation for the purposes checked below.
I AGREE TO USES DESIGNATED BELOW:
(Not including uses for patient treatment or payment.)

	My Name		My Image(s)		My information		My Data or Presentation	
	Yes	No	Yes	No	Yes	No	Yes	No
For educational purposes within TTUHSC								
For educational purposes outside TTUHSC								
For TTUHSC marketing or publicity. (This includes news and social media such as interviews, Facebook, websites, Twitter, YouTube, etc.)								
For publication in journals or on the internet								
Other purpose(s)								

I understand that TTUHSC and it regents, employees, agents, and personnel, acting on behalf of TTUHSC, shall not be held responsible for any use of my name, information and/or Image(s), including any use whatsoever by any outside user or third parties, and I hereby release and hold harmless TTUHSC and it regents, employees, agents and

personnel, acting on its behalf, from any and all liability for damages of whatever kind, character or nature which may at any time result from this Consent and Release authorizing use or dissemination in accordance with the above.
I understand that TTUHSC will own the Image(s) of me for the purposes stated above. I do hereby knowingly and voluntarily waive any and all other rights, compensation, royalties, or payment of any kind or character in connection with the use of my name, likeness and/or image(s) as authorized above.

This Consent and Release can be revoked or withdrawn at any time, but such withdrawal or revocation must be in writing and sent to the TTUHSC Institutional Privacy Officer and/or local campus Regional Privacy Offices. Any withdrawal of consent does not affect any information user or disclosed prior to receipt of the written notice of withdrawal.

By signing below. I represent that I have read and understand this "Consent and Release to Use Image or Information" and that is binding on my heirs, executors and personal representative. I am 18 years of age or older.

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Signature of Person Named Above Or Signature and Print Name of Authorized Legal Representative