



## **Training and Educational Center for Healthcare Simulation (TECHS) Standardized Patient Manual**

The Standardized Patient (SP) program of TECHS 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 TECHS.

### **Contact Information**

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### **Location**

Texas Tech University Health Sciences Center El Paso  
Training and Educational Center for Healthcare Simulation (TECHS)

#### **TECHS South**

Medical Education Building (MEB) 3<sup>rd</sup> Floor, Suite 3100 5001 El Paso Drive, MSC-21003  
El Paso, Texas 79905

#### **TECHS North**

School of Nursing Building (SON) 2<sup>nd</sup> Floor 210 N. Rick Francis, MSC-41004  
El Paso, Texas 79905

## **GUIDELINES AND EXPECTATIONS EMPLOYEE STATUS AND PAYMENT**

As an SP at TECHS, you are employed on a part-time per-session or hourly basis. This status does not allow for benefits.

Standardized patients will be hired to perform a specific role to support the education of students or other learners on the TTUHSC El Paso campus (or virtual case offerings). Each role will be described in detail and outline the required aspects of performance and expectation for role completion. The total expected compensation will be described at the time of each individual's election to complete that role. Some roles that cannot be predicted in advance may be offered at a specific hourly rate and compensated based on actual time present.

Due to the unique nature of SP employment and role portrayal, special considerations about age, gender, medical condition, allowable clothing, moulage, or employee condition/preparation may prevent appropriate role portrayal by some individuals. These requirements will be made clear in the case description and each SP will be asked to consider if he or she is able to meet the required details of the role requested prior to selection of an offered role.

### **Extent and Types of Physical Exams**

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. We ask that you only select cases that you are comfortable with **ALL** described case components, but if you ever do not feel comfortable with a portion of the exam, simply notify the Standardized Patient Manager. Ideally, we can identify limitations at the time you sign up for a case, but you may always stop a learner from performing a portion of the exam if you ever feel uncomfortable for any reason. The ultimate decision of what portion of the examination you allow to be performed will remain with you. Repeated occurrences of limiting an expected element of an examination may prevent future use in roles with physical examination components.

If following training, an SP determines he or she is unable to complete the role requested, the SP must inform the Standardized Patient Manager within 72-hours of expected start to allow selection of an

alternate individual for the role. If the SP does not complete the obligations of the role as described and accepted in the role invitation offer, no compensation (including hourly) will be provided.

SPs affected by cancellations initiated by TECHS will be paid for any portion of the activity actually performed at their hourly rate, plus two additional hours. For roles that may require preparation and are cancelled within 24-hours of review or performance, a one-time compensation of \$15 will be provided.

While most SP role opportunities will be offered for a specific listed total compensation amount, some activities may be paid at a set hourly rate. For those activities that are designated as hourly, you are required to report your work hours following completion of an event via <https://portal.texastech.edu/web/elp/employee> (under the 'My Timesheet' option).

**NO PHYSICIAN-PATIENT RELATIONSHIP.** Under no circumstance will your participation as an SP, regardless of the type of learner (nursing student, medical student, dental student, resident, etc.) you may interact with while at TECHS, create a physician-patient relationship. Any potential abnormal findings that may be discovered incidentally are not required or expected to be reported to the SP. Should a finding be described or discussed with the SP, it is not considered to be the provision of medical care and is not a final diagnosis. The SP is encouraged to follow-up with their PCP or contact any local clinics for care.

TECHS will not be responsible for the validity of any findings or any follow-up care that may be indicated.

## Standardized Patient Pay Matrix

Three levels of difficulty of the material that standardized patients will be able to participate have been determined. Special considerations about age, gender, medical condition, allowable clothing, moulage, or employee condition/preparation that may prevent appropriate role portrayal by some individuals may be necessary based on role requirements. The levels for the role category are based on the requirements and difficulty/degree of preparation required for each. Guidelines for difficulty are described below:

- Easy – Minimal memorization with possibly abbreviated patient history specifications, may not require standardization with other SPs, low emotional display requirement, lower half of the hourly duration.
- Moderate – Full patient history and memorization, but allowance for some improvisation, expected case review and outline for consistency, request for specific emotion, middle to longer portion of hourly duration.
- Hard – Strict and detailed memorization of entire patient history and consistency/review of case role with others in same role, complex or evolving emotions, longer half of the hourly duration.

### Role Half-Day Levels (2.5 – 4.9 hrs. anything requiring less than 2 hrs. will be paid at hourly rate)

Level 1	Easy	\$52.50
Level 2	Moderate	\$65.62
Level 3	Difficult	\$78.75

### Role Full-Day Levels (5 – 9.9 hrs.)

Level 1	Easy	\$105.00
Level 2	Moderate	\$131.25
Level 3	Difficult	\$157.50

### Role Extended Day (10 -12 hrs.)

Level 1	Easy	\$189.00
Level 2	Moderate	\$199.5
Level 3	Difficult	\$210

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The levels for the demo category are based on an individual not preparing for any scripted portrayal but allowing for learners to examine them and the level of difficulty is based on the scenario requirements such as invasiveness or frequency of examination.

### Demo Half-Day Levels (2.5 – 4.9 hrs. anything requiring less than 2 hrs. will be paid at hourly rate)

Level 1	Easy	\$47.25
Level 2	Moderate	\$57.75
Level 3	Difficult	\$71.40

### Demo Full-Day Levels (5 – 9.9 hrs.)

Level 1	Easy	\$94.50
Level 2	Moderate	\$115.50
Level 3	Difficult	\$142.80

-These levels will take into account expected preparation and planned duration of performance of the activity. This level will be assigned by the standardized patient manager after review of the case and case requirements with the facilitator

## **SP Payment process**

TTUHSC El Paso Payroll issues payments on the 10th and 25th of each month. Because multiple signatures and approvals are required, TECHS will batch and submit worked sessions for payment approval five business days before each payday.

The SP Manager will send a report of entered and confirmed sessions to the Business Manager twice per month (5 business days before the 15th of the month and 5 business days before the end of the month). This will allow time for all approvals to be processed by TTUHSC El Paso Payroll. All SPs will also receive an email from the SP Manager showing the days/sessions that are planned for processing each pay period.

Example: All sessions worked 2/1 through 2/8 (5 business days before the closing of the pay-period on 2/15) will be paid on 2/25.

The sessions worked from 2/9 through 2/21 (5 business days before the closing of the pay-period on 2/28) will be paid on 3/10.

We believe this will allow for consistency and predictability of payments as well as give each of you the information you need to understand what sessions will be included in each paycheck.

## **General Assistance**

In order to allow increased simulation center use and as an additional opportunity for SPs to support education at TECHS, separate activities may be offered that will be compensated hourly.

Hourly support of immersive simulation cases, manikin/task trainer operation, or general support and function of TECHS will be compensated at (\$15/hr.). Time keeping for these role activities should be to the nearest 15 minutes.

## **REQUIRED EMPLOYEE TRAINING**

All required campus trainings, through <https://academic.elpaso.ttuhs.edu/TechTraining/Report/MyCourses>, other systems, are due for SPs within 60 days of assignment, per TECHS policy, even if later due date is shown on the employee dashboard. Because of the duration and time required for completion of these trainings TECHS will compensate each SP up to \$50 annually for the completion of required yearly in-person or online trainings as required to maintain institutional compliance. For example (but may not be all-inclusive): FERPA, HIPPA, IT security, Title IX. SPs are encouraged to make use of time on campus between sessions to complete these required trainings.

- If trainings are not completed within 60 days of assignment, new case offerings will be withheld until completed.
- SPs will receive a written notification to indicate delinquent status.
- If trainings have not been completed by 90 days of assignment, the employee will have a note filed with human resources and may be subject to disciplinary action.

Payment for completion of trainings will be submitted twice per year on April 30<sup>th</sup> and October 30<sup>th</sup> if all trainings are complete by the end of the preceding month. If trainings are completed within the expected 60-day timeframe, a \$25 compensation will be provided each period, if there are delays this amount will be reduced to \$10 for the period.

## **CONFIDENTIALITY**

Confidentiality is of utmost importance to TECHS, 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 course educational director, or Standardized Patient Manager. 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/TECHS staff.
- c) **Confidential Materials:** All training materials are property of TECHS. They are to be used exclusively by SPs employed by TECHS for assigned events. Unauthorized use or sharing of these manuals with other parties will result in employment termination.

## **QUALITY ASSURANCE**

SPs are expected to maintain high quality simulation at all times. Quality of SP performance is a priority of TECHS. 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 TECHS Standardized Patient Manager, Associate Director of Education, or the course faculty.

## **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 TECHS. You must be available for the full time requested. If there is a pattern of tardiness, you will be asked to discuss it with the Standardized Patient Manager. A pattern of tardiness may impact your selection for events, and your employment status over time.

## **TRAINING**

All training will be provided by the faculty/SP trainers either at TECHS or via Webex. Please, ask them for assistance at any time. Presence of an experienced SP trainer (ie. prior knowledge of the case, educational material, and/or practices at TECHS) is required at the time of training sessions. Experienced SP trainers will be designated by the SP Manager.

Basic SP training procedures:

- At-home study of provided materials
- Training for physical examination and checklist

If an SP does not attend the training session, he or 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 Standardized Patient Manager or the appropriate trainer.

All cases, checklists and training materials are developed by TECHS staff/faculty and are property/copyright of TECHS. These cases, manuals, checklists, and all other written materials are to be used exclusively by SPs employed by TECHS. Upon resignation, all written and electronic materials are to be returned to TECHS.

TECHS recognizes that there are different learning styles for 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 should submit these materials to the trainers for review. Please do not distribute materials without prior review by TECHS trainers or the Standardized Patient Manager.

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 for continued work at TECHS.

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 review of the expected physical examination to be performed (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 the SP's performance
- General attendance, or pattern of tardiness
- Preparation with case details, knowledge of checklist and feedback
- Working with staff, students, and peers

Flexibility: Ability to adapt quickly to changes

- Ability to receive and integrate feedback to improve performance
- Consistently performing with high quality, understanding details necessary to portray cases, and correctly documenting student performance (i.e., checklist accuracy and reliability)
- Contributing positively to the attitude and morale of peers
- Professionalism: Representing TECHS 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 and may be initiated by facilitators to address learning points during a session. When you are in a "time-out" period, it is important for you to continue the simulation (i.e., facial expressions, body language, etc.), 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**

Please do not speak with the learners "out of role" before, during, or after the simulation. You should avoid being 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 videos 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 TECHS, our priority is realism. Please 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. The standardized patient lounge is available to rest between sessions if time allows.

## **ASSESSMENTS**

Student Assessment: Please complete all assessments before leaving for the day. Please make sure any questions you might have about an assessment that was completed for a student are answered before leaving.

SP Assessment: Students, faculty, or staff may be asked to review SP performance. Assessment forms and Learning Space 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.

## **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 TECHS. 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.

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 a member of the TECHS 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.

Session Feedback is important for improvement of the educational experience at TECHS. Please scan the QR codes present throughout TECHS to provide feedback (Positive or Negative) so we can identify if we are maintaining an appropriate learning environment.

## **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, nursing student, physician, etc.)
- Client preference
- Development/maintenance of skills

## **SCHEDULING**

The primary method of communication between TECHS and SPs is email. For SP-related business, only email sent via TTUHSC addresses will be accepted.

Confirmation of scheduling will be provided through online SP calendar. The event notification will consist of the following information:

- Date and time of any required training
- Date and time of role portrayal
- Location
- Topic
- Client/participant level
- Compensation

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 TECHS, all scheduling is done exclusively by TECHS. If you privately schedule sessions that are not authorized by TECHS, you will be immediately terminated as an employee of TTUHSC El Paso.

## PARKING

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

SP parking will be located in lots **P1** and **P2** at the TTUHSC El Paso Clinic Building (between University Medical Center of El Paso (UMC)) and the railroad tracks). When these patient lot are full, SPs may temporarily utilize the **P3** (Dental Clinic) lot.



## GENERAL

**Dating or Fraternizing:** It is our policy that SPs **do not** personally interact with students or other trainees at TECHS, 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 TECHS.

**Conflicts:** If you are experiencing any difficulties with students, faculty, staff, or clients, please address these concerns in a timely manner and in detail with the Standardized Patient Manager.

**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 is at your own discretion.

**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.

## **CONTINUOUS EMPLOYMENT**

As commitment to the program, the Training and Educational Center for Healthcare Simulation (TECHS) requires continuous service be fulfilled during your appointment as a Standardized Patient. Full responsibility rests on the Standardized Patient to communicate with immediate supervisor regarding job status and participation requirements. This includes and is not limited to required employee training sessions. Failure to comply, will be considered a break of commitment. Accommodations to schedules are possible with advance notice.

The following will constitute a break of commitment:

- No assignments for more than one month
- Repeated last minute cancelations
- Failure to notify the Standardized Patient Manager in advance if participation cannot be fulfilled
- Required trainings not completed when assigned
- Continuous absence from assigned role

Should a Standardized Patient not be able to fulfill obligations throughout the semester, especially during monthly Standardized Patient encounters, without notification this will be considered as criteria for dismissal/termination.

The Training and Educational Center for Healthcare Simulation (TECHS) strives to provide committed Standardized Patients that will greatly benefit the TTUHSC El Paso campus and the El Paso community.

## **RESIGNING OR DEPARTING FROM THE SP PROGRAM**

All paper and/electronic materials are the property/copyright of TECHS. These materials are to be used exclusively by TECHS SPs. Upon resignation or termination, all written/electronic materials are to be returned to TECHS, along with the gown and the parking tag that was issued to you. To request a leave of absence, please contact TECHS as soon as you know this status is needed. A date of departure and date of return are required for documentation.

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 TECHS 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 TECHS staff on-site. Please do not address concerns with the client/student. All concerns will be addressed.

If you have a concern with a TECHS on-site staff member or a student, please speak directly with the Standardized Patient Manager, Associate Director of Education, or the TECHS Director immediately after the incident.

## **TTUHSC EL PASO ALCOHOL AND DRUG POLICY**

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 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, TECHS 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 Standardized Patient Manager in charge of the SP program. All questions and comments are welcomed. You may contact **Deida Sanchez-Vasquez at 915-215-5387 or by email at Deida.D.Sanchez-Vasquez@ttuhsc.edu. If problems are not resolved after working with the staff at TECHS, you may contact the director of Human Resources by email at Jennifer.Erickson@ttuhsc.edu**