



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 North

Medical Education Building (MEB) 3rd Floor, Suite 3100

5001 El Paso Drive, MSC-21003

El Paso, Texas 79905

TECHS South

School of Nursing Building (SON) 2nd 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.

If you are unable to perform the role as described in the agreement you will be expected to decline and inform the Standardized Patient Manager prior to any planned training. 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. 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 will 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). You will be paid on a bi-weekly schedule upon submission of your electronic work hour report; or via the Manual Check Request System (can still be elected for direct deposit). Your work-hour submission schedule is available on the TTUHSC El Paso webpage (<https://portal.texastech.edu>) and is accessible by using your eRaider account and password.

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 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.

Example Role activities

Role portrayal of patient with standardized history

- Half-day patient role portrayal with history taking and role preparation with review and verification of case knowledge. Assist with general TECHS operations within this time.

This role will be compensated (\$50-75) depending on anticipated role requirements.

- Full-day patient role portrayal with history taking and role preparation with review and verification of case knowledge. Assist with general TECHS operations within this time.

This role will be compensated (\$100-150) depending on anticipated role requirements.

Physical Examination Demo

- Half-day physical examination demo without required preparation. Assist with general TECHS operations within this time.

This role will be compensated (\$45-65) depending on anticipated role requirements.

- Full-day physical examination demo without required preparation, Assist with general TECHS operations within this time.

This role will be compensated (\$90-130) depending on anticipated role requirements.

Male and Female Genitourinary examinations will be described and hired separately and will be compensated (\$100-200) per half-day session depending on exam requirements

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 ACME or 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 upto \$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 (outside of ACME), Title IX (outside of ACME). SPs are encouraged 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 30th and October 30th 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. 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 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 at TECHS. 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 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 this 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. 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.

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 emails will be sent once the schedule is set. 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. The parking passes allow for parking at the El Paso County Coliseum; a shuttle bus will provide transportation to campus.

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.

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 915-215-4387 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 thomas.obrien@ttuhsc.edu