



NEIS CLINICAL SKILLS LAB

STANDARDIZED PATIENT HANDBOOK



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DO NOT DISSEMINATE

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Welcome!

Thank you for joining the education team at the University of Kansas School of Medicine's Neis Clinical Skills Laboratory (NCSL).

The Neis Clinical Skills Lab commits to providing a safe, non-threatening and rich simulation environment for teaching, enhancing, and assessing knowledge, skills, and behaviors of learners through experiential – *learning by doing* – experiences.

An Introduction to the Standardized Patient Handbook

The Standardized Patient Handbook is designed to provide information that will help navigate the steps that will result in a successful educational experience for our learners. We have tried to include all relevant information so that you will know what to expect and how to follow up when questions arise. If you feel that information is ambiguous or if you have any ideas for additions or improvements, please contact a NCSL staff member.

KUMC Mission Statement

The University of Kansas School of Medicine commits to enhance the quality of life and serve our community through the discovery of knowledge, the education of health professionals, and improving the health of the public.

NCSL Educational Mission Statement

The educational mission of the Neis Clinical Skills Lab (NCSL) is to provide the highest quality clinical education for undergraduate medical students by ensuring that graduates of the University of Kansas School of Medicine are proficient in basic clinical skills.

NCSL Mission Statement

Committed in helping learners achieve competency in patient skills, medical procedures, and interpersonal communication with patients and colleagues, the Neis Clinical Skills Lab is devoted in educating medical students, nursing students, residents, and other health care professionals to:

- *provide patient-focused health care,*
- *build partnerships with their patients,*
- *and to provide care for their patients in a humane, professional, and responsible manner.*

Communication

The preferred method of communication with standardized patients – to include hiring, scripts, checklists, etc. – is email.

If you have special needs, please indicate so on your application or by notifying a NCSL staff member.

Updated Contact Information

Please always keep our staff informed of any changes in your email, phone and/or address.

In Case of Delay or Emergency

In case of a delay, emergency and/or if you are unable to keep your commitment, you must speak to a Program Coordinator as soon as possible.

DO NOT just email on the day of the event!

If it is the day of the event, we ask that you **phone the coordinator that scheduled you (Emma or Ralph)**. Their phone numbers will be included in their email signature. If for some reason you do not have their number, please email them in addition to calling the **Video Control Room** at **913-574-0733**.

Please Note: The Video Control room has no voicemail, so you must call until someone picks up.



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What is a Standardized or Simulated Patient (SP)?

A **standardized patient** or **simulated patient (SP)** is a person trained to **simulate** a patient in a realistic and repeatable – or **standardized** – way.

The University of Kansas School of Medicine utilizes SPs in the education, training and evaluation of medical students and residents.

Disclaimer

The examinations you partake in are purely instructional and are not a formal and complete medical evaluation. The supervising physician and/or learner does not replace your primary care physician.

The Role of a Standardized Patient (SP)

SPs have great responsibility in positively influencing the education and training of future health care providers; SPs can offer valuable insight to learners from the perspective of the patient. Although they do not replace real patients in the curriculum, they do provide a realistic learning resource for our students.

What are SPs paid?

Compensation ranges from **\$15 to \$25 an hour** depending on the program.

For more information on types of programs and pay, please refer to **Types of SP Work** chapter of your handbook.

Standardized Patients are hired as part-time employees (*without benefits*) and must submit to a background check, identity verification and payroll paper-work processing.

All SPs are paid through direct deposit.



Is an SP an Actor?

“In healthcare simulation, actors may be hired to perform in an educational activity; however, as SPs, they are doing something different from actors. They are part of an educational team, focused on fulfilling the learning objectives of a simulation activity in service to learners.”

- The Association of Standardized Patient Educators (ASPE), Standards of Best Practice (SOBP)

Is Acting Experience a Prerequisite to Working as an SP?

No. While actors work as SPs, the focus is on providing the student or resident with an educational opportunity, not on performance or dramatic interpretation. Playing a patient case is extremely repetitive because the same portrayal must be done for every student for that event.

Will I Have to Grade the Student?

You will not be asked to give any student or resident a grade. You *will* be asked to complete a checklist as a record of the encounter. Some of our programs will require the SP to provide constructive, verbal feedback to the learners or residents in addition to a checklist; these programs will have additional training on how to give in-person constructive feedback.

Will I Have to Remove My Clothing?

Hospital gowns might be worn for certain patient cases. If so, we will provide the gown and you will keep your under-garments on, as well as a pair of shorts, leggings or yoga pants.

Is an SP's Personal Health History Relevant?

Yes. Since an SP is hired and trained to portray a patient with a certain medical condition, someone who has had an appendectomy cannot portray a patient with appendicitis. But that same person could play the role of a patient with chest pain or someone with a back problem.

In addition, an individual who has had a great deal of experience with health care providers, either personally or on behalf of a friend or relative, is not necessarily *'more qualified'* to be an SP than someone who simply gets a routine check-up now and then.

Having certain kinds of medical conditions or good or bad experiences with health care, is not a measure of an effective SP.

The key is standardization – our events require us to hire more than one SP to play the same role during an event. We must make sure our SPs are physically and demographically standardized to foster a fair assessment and experience for each learner.

Who Will Be Examining Me?

At the NCSL, an SP may be interviewed and/or examined by medical students, resident physicians, or other allied health students (*e.g. physician assistant, nursing, etc.*).

How Will I Know What to Say When the Students Interview Me?

You will be given **SP facts**, or a **case script**, detailing the current medical problem, past medical history, family and bio-social situation, emotional state and even specific verbal responses to the types of questions learners will be asking.

Common subject areas for teaching and learning by using SPs include:

- taking a health history
- physical examination
- management, counseling
- communication
- professionalism
- ethics
- challenging patient interactions (e.g. *breaking bad news/bereavement, palliative care, end of life decisions, family violence/abuse, anger, sexual assault, addiction*)



Job Description

Standardized Patients (SPs) are individuals hired as part-time employees for the University of Kansas School of Medicine's Neis Clinical Skills Lab's (NCSL) Standardized Patient Program.

SPs must be able to consistently portray the patient's mental and physical condition, while recalling the clinical skills behavior and techniques of multiple different learners.

Standardized Patients can provide learners and healthcare professionals the unique opportunity to practice, observe, and interpret feedback in a safe environment. SPs are trained to accurately and consistently portray the medical background, physical condition, and emotional state of a patient and are interviewed and examined by medical students and/or residents. However, instead of disclosing your personal medical, family and bio-social history, you will instead base those answers on standardized case facts, which will be provided to you during training.

Most Encounters

The physical examinations SPs may encounter are most commonly simple, non-invasive examinations that the public receives from their family physician.

Usually, encounters will involve history taking, physical examination, and/or counseling (*such topics as diet and exercise, birth control options, smoking cessation, stress management etc.*). Physical examinations may be brief to focus on a complaint or encompass a full and complete exam.

The learner may examine an SP by:

- Listening to the heart and lungs
- Checking reflexes
- Pressing on the stomach
- Taking a blood pressure
- Looking at the eyes, ears, nose and throat

****Due to COVID-19 safety precautions, certain examinations may be verbalized.***

Cases/Scripts

SP cases are created by faculty and in coordination with Staff. They are presented as scripts. These scripts contain an outline of the issues, concerns, and complaints of the patient to be portrayed.

Please Note: The patient may have very different answers or reactions than an individual SP might have personally.

Female Breast/Pelvic and Male GU Exams Teaching Assistants

We do have teaching patients who are highly trained and use their own bodies to teach sensitive examinations, such as breast, pelvic, genital, rectal exams and we are always willing to train SPs to do this very important work. Due to the nature of the exams, the rate of pay is higher and is calculated per exam rather than per hour.

An SP is never expected or required to take part in a program. Alternately, Staff or Faculty is not required to hire any specific SP for an event.

Types of SP Work

There are many levels of Standardized Patients. Pay depends on experience and invasiveness of the physical exam.

- **Standardized Patient (SP):** This is the starting point for all simulation-based teaching and assessment. SPs must be able to accurately portray the physical and emotional criteria of a case as well as retain and assess the details of each student encounter.
- **Physical Exam Teaching Assistants (PETA):** PETAs are individuals trained to teach the techniques of a basic physical examination (*abdominal, neurology, cardiovascular, pulmonary, musculoskeletal, head & neck (HEENT) and head-to-toe/multi-system*) and use their own body to teach the exams, and do so primarily without faculty supervision.
- **Male Urological Teaching Assistant (MUTA):** MUTAs are men who are extensively trained to teach the male genital/prostate exam to medical students using their own bodies.
- **Gynecological Teaching Assistant (GTA):** GTAs are women who are extensively trained to teach medical students the breast and pelvic exam using their own bodies.
- **Monitor/Proctor/Office Assistant:** At various times, we may hire SPs to help with other aspects of our daily operations.

Employee Status

All work is categorized as part-time due to the project-by-project nature of the job.

SPs are not entitled to receive health insurance or other benefits.

Program needs vary throughout the academic calendar. SPs are not guaranteed work or any number of hours per pay period.

Hours of Work

We schedule standardized patient events for medical and nursing students year-round. SP work hours vary and are dependent on multiple factors.

You are not guaranteed any number of hours per pay period.

An event can last one day or up to 10 days and are usually not consecutive. Events are scheduled to accommodate the School of Medicine's Academic Calendar.

Program castings are based on specific case demographics, skills, experience, etc.

NCSL Staff will reach out to SPs when they are in the process of hiring for events.

How SPs Are Booked

Submitting an Application

Our website is in the process of being updated. Rather than submitting your application through our website, to be considered for the NCSL Standardized Patient Program, we ask that applicants email **Senior Coordinator Emma Carter** at ecarter9@kumc.edu and request the **Standardized Patient Profile Application**.

The NCSL reserves the right to hire based on the needs of the program. All events have specific demographics that Coordinators must adhere to in order to keep the program experience standardized. The information obtained in the Standardized Patient Profile Application is confidential and necessary in us hiring for events.

Once you submit your profile, our Staff will review your application within 2-6 weeks. If your demographics match the demographics of any upcoming cases, you will be contacted via email by a staff member to schedule a phone interview. This email extension will end in @kumc.edu, so be sure to check your junk mail!

If you have not heard from a staff member, please wait 2 weeks before resubmitting your profile.

The Casting Process

A NCSL Program Coordinator will choose SPs based on the following case criteria outlined by faculty:

- Age
- Gender
- Ethnicity
- Physical characteristics of the patient.
- Case requirements (*affect to be portrayed, case difficulty, experience*)
- Ability to master the role and personality of the case.
- Ability to interact with the staff & trainees in a professional manner
- Level of experience in providing learner feedback (*verbal and/or written*)
- Number of times SP has interacted with this group of learners (*the NCSL limits the number of interactions between a specific SP and a student*)

The NCSL makes a record of scars, marks and tattoos so that faculty can decipher whether those markings will adversely affect a case.

The NCSL reserves the right to cast in a manner that best suits the event. Please remember to keep us aware of any changes that might alter your viability for a case.

How We Schedule

SPs that match the prerequisites of a case are contacted through e-mail by a Program Coordinator to determine availability and interest.

- The email will give a brief overview of the case; what will be asked of the SP, as well as what to expect during the encounter (*whether it's a counseling case, physical exam, stomach palpations, etc.*).
- It will list the dates/times of the event and training.

It is very important that SPs are available to attend **BOTH** the training and the event day/s.

Training for cases depends on how frequently the case runs and whether there are any changes to the script made by faculty.

- The general rule is each case will have a mandatory annual training that everyone must attend.
- If you are new to the case, there will be a private training scheduled before your first event.

Was I hired?

An email asking for your availability for an upcoming event does not mean you have been hired...

After you have responded confirming your interest and availability, the Program Coordinator casting the event will respond via email to officially confirm that you have been booked.

- The email will reiterate the dates/times you have been cast for, as well as any subsequent trainings.
- The case facts / script will be attached.

If there is any confusion as to whether you have been booked for an event, please contact the Program Coordinator who hired you for the event.

Once you have agreed to participate in an event and are hired by the Coordinator, **your participation is fully expected, short of an emergency or illness.**

If an emergency or illness arises at any point during the training or pre-event process, notify the Program Coordinator immediately.

Comfort with A Role

Please be assured that you can decline, without explanation, any role you are not comfortable with (*for example, portraying a cancer patient when one of your family members has been struggling with cancer*). This will not preclude recruitment for future roles.

Why Wasn't I Scheduled?

Although this job is very rewarding, it is not easy, nor is it for everybody. Being an SP takes energy, memorization, discipline, attention to detail, and excellent communication skills. It requires intense concentration while being interviewed and examined. It is imperative that your performance is consistent – or *standardized* – so that each learner has the same experience.

You must be able to consistently portray the patient's mental and physical condition, while recalling the clinical skills behavior and techniques of multiple different learners.

Possible reasons you aren't booked for an event:

- Overexposure; we want learners to have different SPs for different events. (Ex. Learner Jan meeting SP Steve as patient "Pablo" one day, and then encountering SP Steve as patient "Danny" the next.)
- Another SP responded with their availability before you.
- Another SP could attend ***all*** dates, not just a handful.
- The event has changed demographics, number of SPs needed, performance dates, etc.
- You are not able to make the training.
- Faculty has requested a different SP.
- You have been consistently late, no show, or ill for events.
- Your portrayal and/or participation has been inconsistent, inflexible, or has negatively affected the program.

Please be respectful to NCSL Coordinators. They are doing their best to get everyone scheduled in coordination with faculty and case requirements.

If an SP is at all concerned as to why they are not being scheduled, please address it with a Program Coordinator in a respectful manner.



Quality Assurance

The quality of an SPs performance is priority at the NCSL.

Quality assurance is maintained by live observation during training and simulation. The goal is to provide each SP with the information and support that they need to succeed.

Sometimes, the program is not the best match for an SP, and we must discontinue their participation. This may occur due to an SP being late, habitually missing or cancelling projects they have accepted, and/or consistently being unable to meet program expectations.

The NCSL reserves the right to discontinue an SPs services if they do not meet the responsibilities and expectations of the position.

Expectations and Responsibilities of an SP

To make the simulated patient program possible, our SPs must adhere to the following responsibilities and expectations:

- Realize this is an occasional job opportunity.
- Be reliable and punctual.
- Be accurate (*standardized*) in portraying the case.
- Check your email frequently and respond promptly to confirm with Coordinators.
- Be prepared and engaged; pay attention to details and be an excellent listener.
- Be nonjudgmental about students and faculty gender, race, religion, national origin, physical characteristics, etc.
- Have strong written and verbal communication skills.
- Keep all information regarding the case, students and other patients confidential.
- Want to contribute to the training process of excellent health care professionals.
- Be willing to be videotaped for educational purposes.
- Responsible for room organization and cleanliness.
- Role-play during workshops, examinations, remediation, and lectures.
- Provide feedback from the patient's perspective (*when the case calls for it*).
- Ability to take constructive criticism and make changes with a positive attitude when asked.

SP Annual Compliance

Once a year KUMC employees are required to complete an online annual compliance training. It is required that every SP and seasonal worker complete this training.

You will receive an email from the **NCSL Director, Julie Mack**. This email will include a link to the module, as well as a username and pw that is unique to you.

If you have trouble launching the module, try another browser; it seems to work best in Chrome.

Please complete the training as soon as possible – HR would like to have everyone completed by the end of October (*about 30 days*).

The training and exam will take about 20 minutes to complete and SPs are compensated at the SP training rate of \$15 per hour for 30 minutes of time (*a total of \$7.50*).

There are two ways to complete this training:

- In the NCSL with Staff assistance.
 - If you are in the lab, staff can help you get logged into one of the exam room computers and you can complete it here.
- Or you may complete it from home.
 - If you prefer to complete it from home, use the link provided in your email.
 - Sign in to complete the training and Julie will get a report indicating completion.
 - Once she sees you have completed the module, she will put 30 minutes in payroll for you.
- If you have any questions about the Annual Compliance training, please contact the **NCSL Director, Julie Mack** by email at jmack@kumc.edu.



Recording

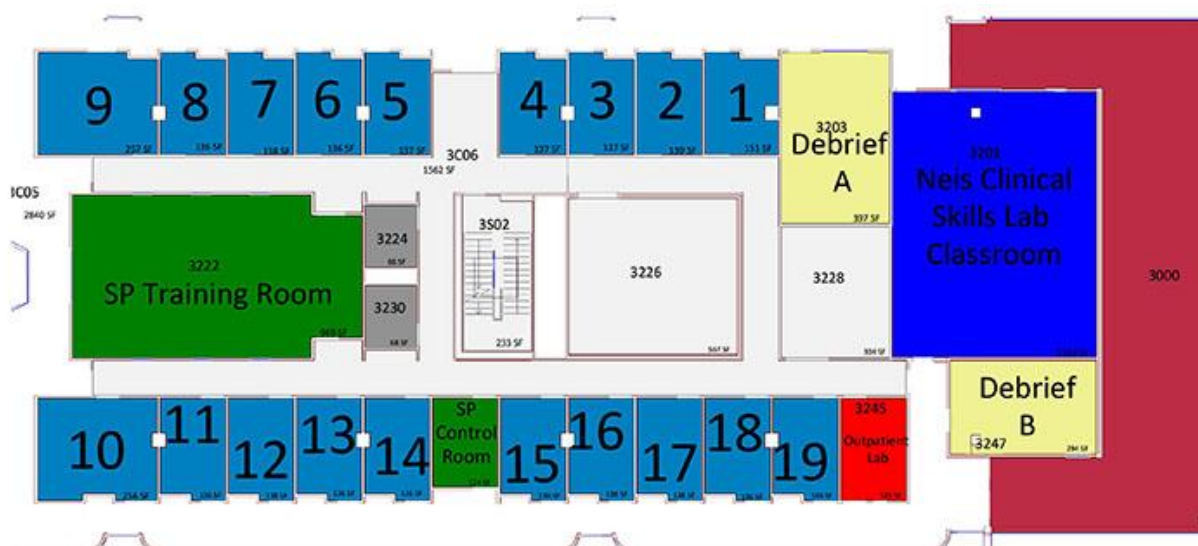
During events, exam rooms are always under some form of observation, whether actively being recorded, observed live, live streamed or a combination of all three. Video recording serves several purposes; it provides an opportunity for students to reflect on their skill level, and it provides faculty and staff with the opportunity to re-watch interactions with learners who might need additional support.

Direct observation of simulated patients also helps to ensure the educational programming is running as expected and recordings may be observed for educational or **quality assurance** purposes.

NCSL Staff and employees are always expected to behave in a professional manner.

Cameras

There are cameras mounted in each **Clinic Room**, as well as the **SP Training Room**, **Outpatient Lab**, **SP North Hallway**, **SP South Hallway**, **North Learner Hallway**, **South Learner Hallway**, **Debrief A**, **Debrief B**, and **Classroom 3201**.



Video Review

Any observations of SP and/or learner performances during training or monitoring are confidential. Discussion of SP and/or learner performances is limited to your trainer or other staff members only.

LearningSpace

CAE LearningSpace is an audiovisual center management video recording platform that the NCSL uses for recording and managing simulations.

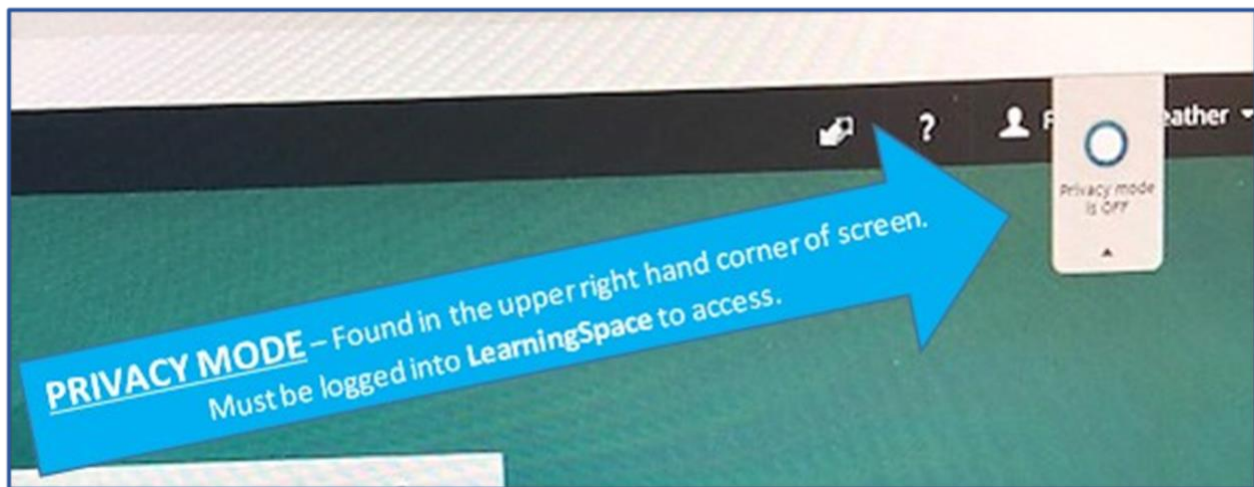
Learners log into this interface to read their instructions and start the cameras recording for their encounter. SPs use this platform to pull up learners and their checklists, among other things (see *checklists and feedback sections*).

You will be given a username and password on your first event. The username will be your Last Name, First Name. The password must be at least eight characters and contain letters, numbers, and special characters. Computer usernames and passwords are confidential. Do not share your password with other SPs. No one may attempt to obtain access through the computer system to information to which he/she is not authorized to view or receive.

Privacy Mode

If you need to change clothes or would like to discuss something with our faculty or staff in private, there is a tool in **LearningSpace** that allows you to put your room in privacy mode.

After logging into **LearningSpace** you will see a dropdown box in the top right corner of the page. The box has a circle and is labeled *privacy mode*.



To turn privacy mode **ON**, click the white circle. The white circle will close once clicked; much like a camera lens aperture closing. This indicates the camera and audio to your room are **off** and **not recording**.
See picture example.



To turn privacy mode **OFF** and **to resume recording**, click the circle aperture in the same way you did to activate it. You will see the circle open and turn white, indicating the camera and audio are on and recording.
See picture example.

Remember to turn privacy mode OFF before your encounter begins – if it remains activated, your encounter will not be recorded!

SP Preparation for a Case

Prior to each simulation, you will be scheduled for a training session with the **Lead SP Trainer, Carey Rawson**. Training typically lasts two hours and all training sessions are paid. The purpose of a training session is to review the script and case materials, to role-play the scenario, and ensure confidence and comfort with the role. If at the end of training you do not feel prepared, please speak with the Lead SP Trainer.

Before beginning training and prior to the training session, you are expected to:

- Review your case materials.
- Note any questions.

Be familiar with:

- chief complaint
- opening statement(s)
- case details
- scripted responses

Being prepared results in a more stimulating and streamlined training experience for everyone.

Who Needs Training?

As an SP you are expected to learn facts about a case that you will then portray. The information you portray is not your own; all the information shared is about the fictitious person you are emulating.

Training time for individual roles varies and includes independent study as well as group training sessions led by our **Lead SP Trainer, Carey Rawson**.

Your portrayal of the case will be much like a visit from your own health care provider, except you will respond to the learner questions with the case facts you have memorized.

If it is your first time participating in an event, the NCSL SP Program requires attendance in an initial training session/s before the event to participate.

SPs who have acted the case numerous times, will be asked to participate in an annual training as a form of quality assurance. Experienced SPs feedback and insight (*especially during dry runs with other SPs*) can be very helpful in preparing other SPs to present the case in a consistent and standardized manner.

About Training

SP training prepares SPs to portray roles, give feedback, and complete assessment instruments.

- Please arrive on time to all trainings.
- Bring a printed copy of the case information with you. If you're unable to do this, ask the SP Trainer or Program Coordinator – in advance – to print a copy for you.
- If an SP does not attend the training session, he/she will not be allowed to participate in the event.

- All cases, checklists and training materials are developed by the NCSL staff and faculty and are property of the NCSL. These cases, manuals, checklists and all written materials are to be used exclusively by SPs.
- Feedback & basic skills training and review are compulsory. Workshops are held on an annual basis for all SPs. If you cannot attend a workshop, you may not be eligible to work at the NCSL.

The training session will provide you with the following information:

- Type of activity – teaching or assessment.
- Overview of SP script.
- Type of student you will be seeing.
- The case materials, which include the medical and personal facts about the patient you will portray.
- A clear understanding of the assessment checklist.
- Debriefing, feedback and methods to use (*if the session requires you to give feedback to the student*).

The training process may consist of:

- An initial training session to discuss the case and checklist.
- Case materials to take home to review and memorize.
- A second training session to complete a dry run of the case.
- Additional training of physical examination techniques if needed, event specific.
- Review of SP training videos.

Lack of adequate preparation for training may result in replacement, lack of future assignments, or discontinuation of services.

Home Study

Reviewing case materials differs from specifically being assigned home study. While you are always expected to review your case materials and come to trainings prepared, you may sometimes be assigned home study. Home study is the time you commit to studying and practicing your case off-site from NCSL. This is a privilege usually granted in extreme circumstances. If you are assigned home study, this will be specified in your training email and you will be compensated for this time. Home study time for most cases is either a half-hour or an hour.

Event Day

Reliability and Promptness

Please DO NOT be late! Being late creates a domino of complications for everyone involved.

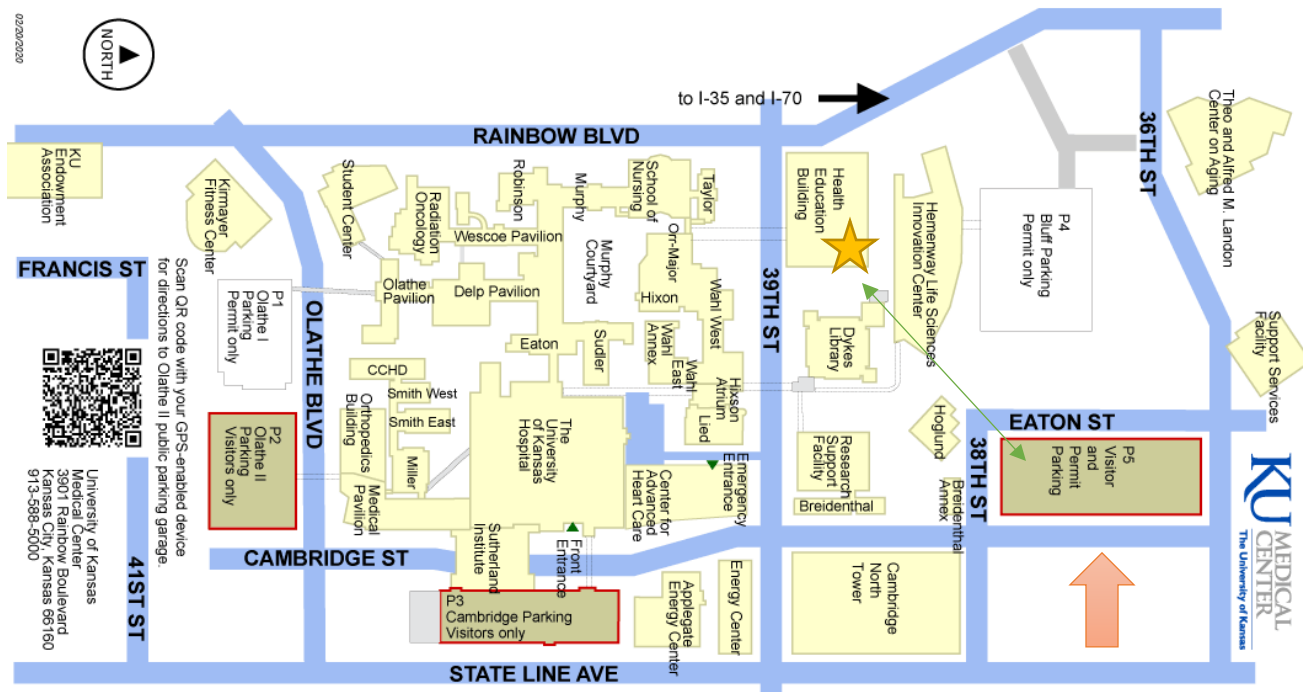
Late arrival by an SP not only offsets the start of the event – it keeps the learners, faculty, staff as well as other SPs from other obligations and is considered extremely unprofessional.

If an SP is late, it extends the end of the event, which costs the NCSL financially.

If you are arriving any time after your call time (*typically 30min before the event starts*), it is **imperative** you contact the **Program Coordinator** immediately.

Parking

Parking for the NCSL is in the P5 garage. **Don't forget your parking ticket** so it can be validated with a sticker before you leave an event.



If viewing this document digitally, click for [directions](#).

You will find information on our location, including an [interactive map](#).

Where to Report

SPs are expected to be in the SP Training Room in the Health Education Building, ready to work at the start of the call time. SPs are usually required to be present in the SP Training Room 30 minutes prior to event start time. This time is compensated and crucial for orientation, last minute instructions, and training.

Call Time

The call-time is 30 minutes prior to the start of the session and will be specified in the e-mail confirmation for the event. A clinical skills event is a carefully choreographed, timed, and directed event in which many people, activities and schedules must come together in a coordinated manner.

Every effort must be directed toward an on-time start. If one SP is not ready to start, it can delay the entire event.

Reminders

Event Coordinators will send out email reminders to SPs 1-3 days before a scheduled event. Please respond to these reminders with a confirmation. This signals to the Coordinators that you are prepared to portray that role for that event.

Late Event Arrival or Absence

SPs who are late on event day will have their pay adjusted accordingly. Continued issues with lateness may result in replacement, lack of future assignments, or discontinuation of services.

If you are going to be late, please let us know as soon as possible by calling the Coordinator who hired you or the Video Control Room until you get an answer from a Coordinator in charge of the event. The **Video Control Room** number is **913.574.0733**.

Event Recording

Please select the learner in LearningSpace and have the checklist for that learner minimized before the start of the encounter. Wait to submit the checklist until after you have finished feedback, as it prompts the cameras to stop recording.

Please Note: all events are recorded, monitored and/or live streamed. Even after the checklist is submitted, what you say and do can be heard and seen by faculty, staff and learners.

Case Portrayal

The primary use of SPs is to portray specific patient cases for learners of all skill levels. Standardization (or consistency and accuracy) of SP performances is of utmost importance. We want to maintain standardization in our encounters so that our learners can have the same educational experience. So be consistent. Perform the case as instructed to ensure each student is seeing the same portrayal of the scenario.

Feedback

Feedback is critical to learning. While learners may receive feedback from many educational sources, including clinicians and peers, an SP can provide a unique perspective and valuable information about how the learners actions and behaviors affected the SPs emotional experience, as well as their trust and understanding of the information provided during the encounter.

If your case requires you to give a learner feedback, ***please do not submit your checklist until after the feedback portion of the encounter has concluded.*** Submitting the checklist before feedback prompts the cameras to stop recording.

Checklists

Please match the checklist name with the learner on your schedule. Wait to complete the checklist once the learner has left the room. Ensure consistent and accurate completion. Accurately recall the actions of the student and record it on the checklist. Always give positive and relevant feedback. Be aware that submitting your checklist prompts the cameras to stop recording. If you have feedback to give to a learner, please wait to press the submit button until after your feedback has been given.

If you have any questions on how to grade a learner before submitting your checklist, please talk to the **Lead SP Trainer, Carey Rawson**.

SP Rotations

The Coordinators have worked out an optimal SP rotation schedule prior to the event. SPs may not alter the schedule. If you have concerns about the schedule, please speak to a Coordinator immediately.

The Program Coordinators will work to accommodate an SP's given availability at the time they are hired for an event. Last minute changes, such as asking if you can leave early, are not guaranteed.

Between Encounters

If you need to use the restroom between encounters, and you do not have a round off, please inform the monitor or Max in the control room that you are taking a quick restroom break. This will ensure the event doesn't continue without you.

Do not leave the clinical skills lab without letting the Coordinator in charge know!!!

After Each Encounter

Make sure your room is reset for the next encounter and that there are no clues left behind for the next learner. For example, if a learner has left a reflex hammer out, please put it back in the drawer so the next learner does not see it.

Complete your checklist in a timely manner. If there is feedback, please do not exceed the time slotted for that learner. If you do not finish your feedback in a timely manner, it delays the event.

After the Event

Ensure that all checklists are completed, all case items are put away, and that you are not needed for any additional encounters.

Any documents containing student information, including schedules, should be put in the event basket located in the SP Training Room or given to a monitor. All schedules must be shredded, not just recycled.

Put all used sheets, pillow cases, and gowns in the hamper located in the SP Training Room. Please remove the exam paper on your bed so that the night crew will know to sanitize the station. Ensure all personal items are removed and area is clean and notify the monitor about any items needing restocked.

Please see ***Re-Setting Exam Rooms*** chapter in your handbook for more information.

Re-Setting Exam Rooms

Do not leave until your room is tidy and restocked.

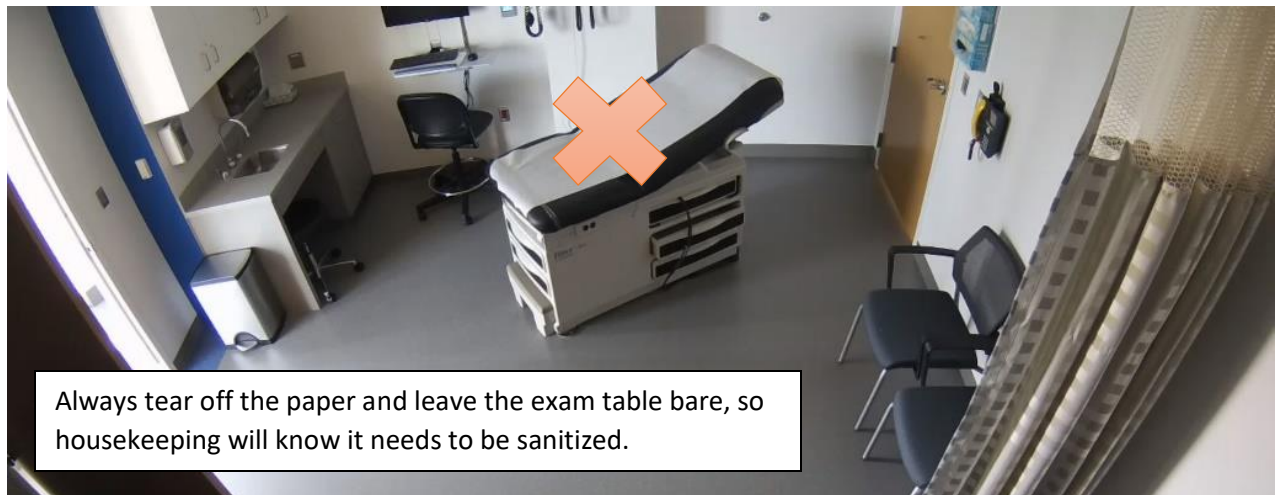
Change pillowcase and put any used laundry in the hamper located in the SP Training room.

Tear off used exam table paper and throw away in the trash can. This shows housekeeping that the exam bed and room needs to be sanitized.

Notify the monitor about any items needing restocked in your exam room; tongue suppressors, cotton balls, safety pins, exam paper, gloves, soap, hand sanitizer, etc.

Ensure all personal items, training and case materials are not left behind.

If you need help restocking the room, find a NCSL staff member.



Event Cancellation

Staff will do its best to contact you in a timely manner if there is a cancelled program, or if an event is rescheduled for any reason.

SPs will **not** be compensated if KUMC campus is closed, and a program is cancelled due to inclement weather; instead the event will be rescheduled. Please see the **Inclement Weather** section of your handbook for more information.

Inclement Weather

If a declaration of inclement weather is issued, KU Medical Center will make every effort to inform employees and students as soon as possible. If inclement weather occurs overnight, this notification will be made by 5:30 a.m. (*a change from 5:45 a.m.*).

In the event of an early release or delay of operations, employees are expected to follow instructions provided. If the campus is closed, employees are expected to stay home. The exception is anyone who is identified as essential to maintaining operations. Review the employee [Campus Closure and Inclement Weather Policy](#).

As a reminder, notifications of inclement weather, including early release, delays of operations and/or cancellation of classes, will be issued through the following channels:

- Rave text messages to students and employees who have opted in to the RAVE text messaging alert system. Opt in right now by [clicking here](#).
- KU Medical Center website homepage: www.kumc.edu.
- Faculty/staff/student information line, **913-588-INFO (913-588-4636)**.

Note: if there is not a declaration of inclement weather, there will not be an updated recording, even if weather conditions are less than ideal.

If a notification is not issued, you should plan on business as usual. It is not appropriate to call police dispatch or human resources for weather-related inquiries. Dispatch lines should be dedicated for emergency and safety issues only.

Breaks

Coordinators do their best to include breaks for SPs during events but receiving a round off during an event is not always guaranteed. Rounds off are determined by the number of SPs available to work that day and the number of students participating in the event.

If you have a “No Student” in your schedule, please use that time off between encounters to take a break in the lounge, relax, eat, and take bathroom breaks. However, if you do not have a round off between encounters, please stay in your assigned room unless stepping out to quickly use the restroom.

SPs are responsible for managing their time and being ready to go back in the exam room at the end of a break. Again, even one SP who is not ready to perform can delay the entire event.

If you are working two events in one day, you will receive a paid lunch break between events.

The SP Training Room

The SP Lounge, or SP Training Room is an area provided for the SPs to relax prior to the event and between encounters. Please be considerate of others in the room. This includes keeping your personal items together, respecting others both with your words and actions, and cleaning up after yourself. We provide lockers for storing your personal items as well as a refrigerator. We clean out the refrigerator frequently and leftover items will be thrown out.

Lunches/Food/Snacks

There will generally be coffee and granola bars available in the NCSL SP Training Room. SPs are responsible for bringing their own snacks and/or meals otherwise. SPs may have food and drink in the exam rooms, but we prefer you eat in the SP lounge. We just ask that you please clean up after yourself, don't leave any evidence of food/drink out during the encounters, or after the event. **Do not throw**

away your food or trash in your exam room. Dispose of it in the SP training room. Also, do not bring any foods in the exam rooms with strong smells that might affect the encounter.

There is a campus cafeteria open and available on the first floor of Cambridge North Tower.

SP Cancellations

As an SP, once you have committed yourself to a specific event, we expect you will honor that commitment barring extreme circumstances. The NCSL asks that you report any difficulties making an SP commitment as soon as possible. Last minute cancellations or 'no shows' for a simulation (*without a valid reason*) could impact future involvement with the NCSL. Reliability is an essential component of our SP programming.

Dress Code

Unless otherwise stated in the case, SPs are expected to present a neat casual, professional image during all teaching and testing sessions. SPs should be clean and well-kept. Hair should be clean and combed; nails should be clean. Please refrain from wearing heavy fragrances as some people experience respiratory irritation. Please see the **Scent-Free and Hygiene** section of your handbook for more information.



Safe Work Practices

Safety is a principal motivation for using simulation. In turn, simulation must be conducted in a safe manner that minimizes risk to all stakeholders, no matter the activity.

It is incumbent on simulation educators to ensure that all participants – SPs, learners, faculty, or program staff – have a safe psychological and physical learning. NCSL Coordinators do their best to ensure the safety of all participants by:

- Providing safe working conditions in the design of the activity (*e.g., number of rotations, number of breaks, physical, cognitive, and psychological challenges in the role portrayal*).
- Anticipating and recognizing potential occupational hazards, including threats to SP safety in the environment (*e.g., allergenic substances, exposure to sharps*).
- Screening SPs to ensure that they are appropriate for the role (*e.g., no conflict of interest, no compromising of their psychological or physical safety*).
- Allowing SPs to opt out of any given activity if they feel it is not appropriate for them to participate.
- Briefing SPs so they are clear about the guidelines and parameters of a simulation activity.
- Providing SPs with strategies to mitigate potential adverse effects of role portrayal and prevent physical injury or fatigue.
- Monitoring for and responding to SPs who have experienced adverse effects from participation in an activity.
- Supporting SPs who act in accordance with delineated program expectations if a complaint is made about them.
- Manage educator's expectations of an SPs possibilities and limitations through remediation techniques.

Smoke-Free

The University of Kansas of Medical Center is committed to the promotion of good health and the prevention of disease. As such, the Medical Center has an obligation to establish and maintain a healthy, safe and clean environment for patients, faculty, staff, students, volunteers and visitors.

Smoking, the use of tobacco products and electronic cigarettes are not permitted in any facility or on any part of the Medical Center's campuses.

Individuals must respect the properties and businesses immediately adjacent to the workplace and refrain from littering or loitering on these properties for the purposes addressed above or otherwise.

For purposes of this policy, University of Kansas Medical Center facilities include all buildings owned or leased by the Medical Center as well as all adjacent exterior areas, including parking lots and parking garage buildings. These areas include, but are not limited to:

- Corridors
- Private Offices
- Conference Rooms
- Locker Rooms
- Restrooms

- Building Entrances
- Cafeterias
- Food Vending Areas
- Elevators
- Stairwells
- Parking Garages
- Courtyards and Patios
- Parking Lots
- State Vehicles

Complaints or reports regarding smoking, tobacco use, and electronic cigarette use as well as suggestions should be brought to the attention of the Department of Human Resources at the applicable campus.

Consequences to persons who violate the provisions of K.S.A. 21-4009 through 21-4014 may be guilty of a cigarette or tobacco infraction punishable by fines ranging from \$100.00 to \$500.00.

Individuals may also be subject to appropriate disciplinary action as an employee or as a student for violating the provisions of this university policy.

Visitors and patients who violate this policy will be asked to comply. In the event of non-compliance after being informed of the policy, the visitor will be escorted from the premises by the University Police. Non-compliance by patients shall be dealt with by the attending clinician and staff.

The university will not discharge, refuse to hire or retaliate against an employee, applicant or customer for reporting or attempting to prosecute a violation of these state statutes.

Scent-Free and Hygiene

Our programming often takes place in small examination rooms, for long periods of time. For the comfort of our learners, faculty, and staff, please arrive showered and refrain from using products with strong scents as they can cause serious illness.

To provide an environment which supports teaching and learning, the NCSL asks learners, staff, faculty and visitors, to refrain from using strong scents.



Professionalism

Professionalism mandates that we are part of a community of professionals and act in accordance with common ethics, values and standards. From the time you arrive to our facility, until you leave after an event, you are representing the NCSL.

Always behave professionally in your language and actions.

If you ever experience any difficulties with other SPs, students, faculty or staff, please address these concerns in detail as soon as possible to a NCSL staff member.

As an employee of the University of Kansas School of Medicine, it is your professional obligation to abide by these guidelines. Failure to do so may result in disciplinary action.

Conflicts

The NCSL is concerned about maintaining the integrity of examination content. Please let the NCSL know immediately if you or a person close to you (*family, partner, spouse, best friend, etc.*) is intending to participate in any upcoming health care exam. This way we can work together to avoid any conflict of interest.



Discrimination/Sexual Harassment/Retaliation Policy

The NCSL strives to maintain an environment free from discrimination and harassment, where employees treat each other with respect and dignity. Harassment, whether verbal, physical, written or visual, is unacceptable and will not be tolerated.

This policy applies to all phases of employment, including but not limited to recruiting, testing, hiring, promoting, demoting, transferring, laying off, terminating, paying, and training.

What is Discrimination?

Treatment that is:

- Unfair or unequal
- Directed toward a group or individual
- Based on a protected class
- Results in an adverse action or consequence

Nondiscrimination Policy

KU Medical Center is committed to providing equal opportunities for all individuals in a safe and inclusive environment. KU Medical Center, along with federal and state law, prohibits discrimination and harassment in employment and educational programs based on race, color, ethnicity, religion, sex, national origin, age, ancestry, disability, status as a veteran, sexual orientation, marital status, parental status, gender identity, gender expression, genetic information and retaliation.

Due to the nature of our program, the NCSL reserves the right to hire based on the needs of the program.



What is Harassment?

The term harassment includes, but is not limited to, slurs, jokes, and other verbal or physical conduct relating to a person's gender, ethnicity, race, color, creed, religion, sexual orientation, national origin, age, disability, military service status or any other protected classification that unreasonably interferes with a person's work performance or creates an intimidating, hostile work environment.

The NCSL does not and will not tolerate any type of harassment of our employees, applicants for employment, or our clients.

What is Sexual Harassment?

- Behavior, including physical contact, advances, or comments in person, through an intermediary, and/or via phone, text message, email, social media, or any other electronic medium
- That is unwelcome
- Based on sex or gender stereotypes
- And is so severe, pervasive and objectively offensive that it has the purpose or effect of substantially interfering with a person's academic performance, employment or equal opportunity to participate in or benefit from University programs or activities or by creating an intimidating, hostile or offensive working or education environment.



SPs should maintain professional boundaries and make no attempts to engage students in their personal lives outside the NCSL. Attempts to communicate with students in a non-professional setting or manner, including on social media, is unacceptable. See “Confidentiality.”



Retaliation

Any employee who files a complaint of sexual harassment or other discrimination in good faith will not be adversely affected in terms and conditions of employment will not be retaliated against or discharged because of the complaint.

In addition, we will not tolerate retaliation against any employee who, in good faith, cooperates in the investigation of a complaint. Anyone who engages in such retaliatory behavior will be subject to appropriate discipline, up to and including termination.

Confidentiality

Protect the privacy of the personal information of all participants (*learners, SPs, faculty, staff*), including that which may be revealed within a simulation activity.

Learner Confidentiality

It is imperative that you protect the confidentiality of students, personnel, and cases that you enact.

Do not discuss student performance or appearance with anyone except faculty, the trainer, or NCSL staff.

SPs are in a position of authority and are to evaluate learners; it is our policy that SPs do not personally interact with the medical students or other trainees within as well as outside of the NCSL.

Contacting or seeking communication with learners for any personal reason or interest outside approval of our program is strictly forbidden and will result in immediate disciplinary action.

Learner Performances

No individual student or student performance is to be discussed with anyone at any time except with a member of NCSL staff or within the parameters of a staff-supervised training session.

Disgruntled Learners

Sometimes life can be stressful. If you experience a disgruntled learner, please be respectful and try not to take it personally.

The NCSL asks that you please report the experience to the **Lead SP Trainer, Carey Rawson** as soon as possible so that the behavior can be investigated and resolved.

SP Confidentiality

Any observations of other SPs performances 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/NCSL staff.

Please DO NOT discuss your schedules with other SPs, as we don't want anyone to misinterpret why they were not hired or requested for an event.

Confidential Materials

The cases and checklists used for training are the property of the University of Kansas School of Medicine. We allow you access to this information outside of our facility so that you may review and work on your performance. They are to be used exclusively by SPs employed by the NCSL for assigned events.

Unauthorized use or sharing of these manuals with other parties will result in employment termination.

Do not discuss or share the content of any training materials or the details of any cases with anyone outside the NCSL program.

Case materials are not to be shared with anyone not directly involved with your training, such as discussing your role, case material or performance.

Comments, updates, tweets, concerning your role or related case facts should not be placed on social media (such as Facebook, Twitter or Instagram).

Personal Information and Photographs

To recruit SPs for simulations, it is necessary for the NCSL to receive and maintain specific and personal information about the SPs (e.g. *contact information, height, weight, surgical scars, relevant physical characteristics, health issues, etc.*).

This personal information will be kept electronically in our secure SP database at the NCSL. Photographs (*head shots, scars, marks & tattoos*) will be requested of every SP and will be kept on file in this secure database. Any photographs or personal information **will not** be divulged or shared with anyone other than pertinent NCSL staff.

Protected Health Information

Any personal information we obtain is protected by our secure SP database and used specifically for casting purposes. The NCSL understands this information is private and will be held in strict confidence.

Alternately, NCSL staff and faculty are not responsible for any dissemination of personal information you choose to disclose publicly within or outside of the lab. We advise caution in what and where you express any personal information, as our lab is under video and audio monitoring and the monitor room is easily accessed.

General rule of thumb: Do not share private information in public areas if you don't want it known.

Some ways to limit information sharing:

- Share information only with those who “*need to know*”, in a discreet manner.
- Do **NOT** discuss an individual's private information in a public place, in a place where those not authorized to know the information can overhear.
- Ensure the information reaches only the intended person. For example, validate emails before emailing.

Faculty, Staff, and SPs are all expected and required to respect any personal information heard or reported. NCSL staff will never purposefully share protected health information.

Violations of this policy will result in disciplinary action up to and including termination from the program. Intentional misuse of protected health information could also subject an individual to civil and criminal penalties.

Social Media Policy

We're glad to know it when our SPs enjoy their work and want to share pictures or a selfie on social media. However, we ask that you not divulge any information that could adversely affect the program or in any way inform learners of what the encounters are about. This includes listing patient names or any information retaining to the case facts or check list.

Before sharing a post related to KUMC on social media, ask yourself *"is this information publicly available?"* - If not, *DO NOT* post!

If you are not sure about a post or tag you would like to make, please see the **Confidentiality** section of your handbook, or talk to a **NCSL Faculty, Director, or Program Coordinator**.



Electronics and Personal Belongings

SPs should not use electronics – such as blue tooth or cell phones – during events. It is unprofessional and disruptive to the learners, other SPs, faculty and staff.

Cell Phone Use

You can use your personal cell phone before and after the event. During the encounter please turn it off or on silent (*unless otherwise specified in the case*).

Phone call conversations should be taken **AFTER** the entire event or during your slotted break, **NOT** during intermissions, and not in the SP hallway – this is to avoid disrupting and/or delaying the program.

If you take a phone call during your break, be respectful and end your conversation 5 minutes before the start of your next round. This helps avoid any delay in the encounters.

Lockers

The NCSL has lockers available on site. SPs are welcome to keep their personal belongings stored in the lockers during training and/or events. The NCSL provides locks to the lockers; it is the responsibility of the SP to not lose the lock or key. Locks must be removed at the end of the event.

The NCSL does not accept liability for any lost or damaged personal items.



Drug and Alcohol Policy

The University of Kansas School of Medicine maintains a drug and alcohol-free workplace.

It is unacceptable to use recreational drugs or alcohol prior to or during scheduled work hours. Failure to follow this policy may result in termination.

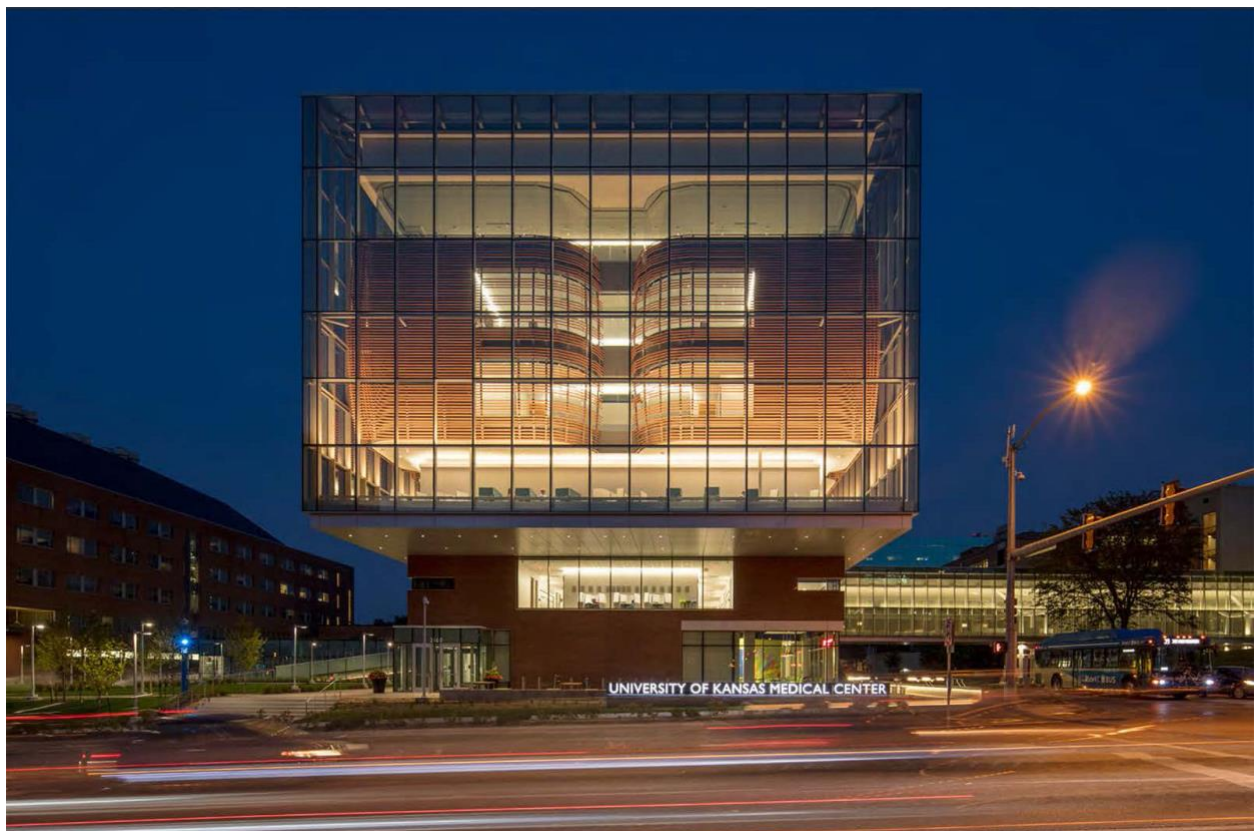


Disciplinary Action

NCSL recognizes the need for fair and consistent application of disciplinary measures and the obligation of all employees to conform to University rules. If you should commit an offense warranting disciplinary action, we may take any of the following steps depending on the nature and seriousness of the offense:

- **Verbal Warning:** For a minor offense, you may be given a verbal warning. If you do not correct the situation within a reasonable length of time, we may proceed to the next step.
- **Written Warning:** A written warning may be used following a verbal warning, a repeated minor offense or for an offense of a more serious nature. You will be asked to acknowledge receipt of the warning by signing the document.
- **Suspension:** If another minor offense or a single serious violation of University rules occurs, you may be discharged from the University.
- **Discharge:** If another minor offense or a single serious violation of University rules occurs, you may be discharged from the University.

A breach of established code of conduct will be dealt with fairly but firmly under consistent standards. However, some circumstances are unique; prescribed disciplinary actions may be tempered or expanded, including immediate termination, according to the situation.



The Onboarding Process

Phone Interview

After submitting your application, you will receive an email from Senior Coordinator Emma Carter confirming that it was received. The Coordinators may not be hiring at the time of your submission. When the Coordinators are actively hiring for events, you may be contacted and asked to schedule a phone interview, to discuss availability, experience, and a potential SP opportunity.

Pre-Hire: Background Check

If you've had your phone interview with one of the Coordinators, and you've been offered a role, the next step is beginning the onboarding process.

First, KUMC will conduct a background check. This will arrive in your personal email inbox as an email from "Validity." It is important that you respond to this email ASAP and finish submitting your information in one sitting. If an error occurs while you are submitting your information for the background check, you will need a new link.

Pre-Hire: Onboarding in Workday

Once the background check has cleared, you will be prompted to fill out and submit your onboarding paperwork via Workday. See "[Onboarding in Workday for New Hires](#)" for detailed instructions.

The only task that cannot be fully completed in Workday is the Form I-9. To complete the I-9 and comply with employment eligibility laws, the new hire will need to provide original documents in-person at one of our two HR offices.



Logging Your Hours in Workday

Download and Sync DUO Mobile

Utilize the [DUO Registration Instructions](#) to download and set up DUO Mobile.

At the University of Kansas Medical Center, a multi-factor authentication tool, DUO, is used to protect and secure data, including information accessible in Workday and the Workday mobile application. Duo provides a second layer of security when signing into systems that require a KUMC EID.

Normally, identity is verified with a password, but verifying with a second factor, such as a mobile phone, helps prevent anyone but the owner of an account from signing in, even if they know the password. Duo mitigates the risk of stolen passwords and provides an effective measure to protect from potential threats to KUMC systems and data, including employee information managed in Workday.

As a result, Duo will prompt users upon logging in to Workday, requiring a passcode or push notification provided from the device selected by the worker.

Install the Workday Mobile App

Utilize the [Workday Mobile Process Overview](#) instructions to download the Workday Mobile app.

Once you have downloaded and logged into your Workday Mobile app, you will be able to log your hours worked through the app.

Hours may also be logged via computer, through kumc.edu. See [Logging Hours in Workday \(via computer.\)](#)

Logging Hours in Workday (via phone)

To log hours in Workday through your phone see [Entering and Submitting Time \(Clock In/Clock Out\)](#) or follow these instructions:

1. Once you have access to Workday on your phone, select “Time Tracker”
2. Select “Enter Time”
3. Click the day for which you are entering hours and click “Add New”
4. Select the appropriate Time Type, enter hours worked, and add a comment specifying what role or event you worked.
5. Alternatively, you can also select “Check In” when you arrive, so long as you log in again and select “Check Out” as you’re leaving the lab.
6. Remember to **submit** hours before the end of the week.

Hours do not have to be logged on the days you work them. You can enter all your hours for the week at the beginning of each week.

For example, if you’re working Monday and Friday, you can login to Workday on Monday and enter the hours you know you’re going to work for both days. It’s helpful if SPs log hours earlier rather than waiting until the last minute.

Logging Hours in Workday (via computer)

To log hours in Workday through your home computer, or a KUMC computer, see [Entering Time for Standardized Patients](#) or follow these instructions:

1. Open browser (use Chrome if on a KUMC computer) and enter “kumc.edu” in the web browser.
2. Click “myKUMC” in upper right-hand corner of screen.
3. Enter user ID and password
 - a. If you don’t know your user ID or password, contact the **Service Desk at 913-945-9999**. Be prepared to email a photo of your ID to verify your identity.
4. Click “Pay and Benefits”
5. Click “Go to Workday” on the bottom left part of the screen.
6. You will receive a Duo push notification or access code on your phone. Use Duo to verify that you are trying to log into your Workday account.
 - a. **If you do not have Duo downloaded to your phone, download the Duo app, and then follow the [Duo Registration Instructions](#).**
 - b. To register Duo, you will need your KUMC username and password.
 - c. **You must use a computer to register for Duo**, because you will need to use your phone to scan a QR code.
 - d. If you are having issues with Duo, contact the Service Desk 913-945-9999.

Once you are in Workday:

7. Click “Time,” then click “This Week”
8. Double-click on any day to log hours for that day. When logging hours:
 - a. Time Type should be “Regular”
 - b. Select the appropriate role:
 - i. “SP Training” for training
 - ii. “Role Playing” for SP work
 - iii. “PETA” for PETA work
 - c. Enter the number of hours worked.
 - d. For *Additional Work Tag* type in “Health” and choose “Health Education Building.”
 - e. Include a comment indicating what these hours represent. Ex “Case: David Temper.”
 - f. After all hours for the week have been logged, remember to **submit** hours.

Please Note: If you are seeing “check in” you are not in the right place. KCU uses check-in and KU uses hours. KCU will also not ask you for a DUO push because they don’t use that authentication tool. Make sure you are being asked for a push from DUO or you are not in the right Workday for KU.

Accessing Pay Slips in Workday

To access your pay slips in Workday, see [How to View Your Payslip](#).

What if I got a new phone?

If you've just received a new phone, but registered Duo to your previous phone, you need to unregister Duo from your previous phone and re-register it to your new phone. Follow the link below for detailed step-by-step guide:

<https://guide.duo.com/manage-devices>

If you discard or trade-in your old phone before unregistering it from Duo, you will not be able to access the [Duo MFA Self Service](#) page to register your new phone without help from the IT Service Desk.

Contact the IT Service Desk at **913-945-9999** (select **Option 2** to reach the University Service Desk).

Password Reset

It will be difficult to access Workday if you do not know your KUMC username and password. To retrieve your username or reset your password consider the following options:

1. Self-service password reset

Enter "password.kumc.edu" into your web browser to reset password. You must know your User ID to utilize this option.

2. Request password reset by phone to the Service Desk

First, call the Service Desk at 913-945-9999 to request a password reset. Service Desk technicians will reset your password only after receiving a copy of your KUMC badge or driver's license. You may provide your photo ID via:

- **email** (most efficient method - take a picture of your photo ID with a smartphone, and email it to the email address provided by technician handling your call), or
- **by fax to 913-588-2579** (be sure to call 913-945-9999 first so we are aware that you will be faxing a copy of your photo ID).

See the complete [KUMC Password Policy](#) for more information.

Additional Helpful Contact Information

Workday Support

workdaysupport@kumc.edu

Workday Service Center

Jayson Boswell

Director

jboswell4@kumc.edu