

Standardized Patient Handbook

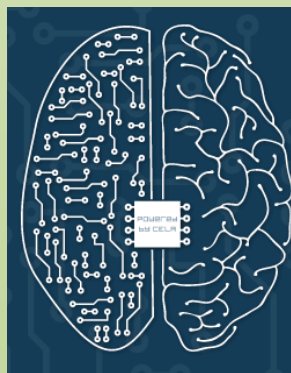


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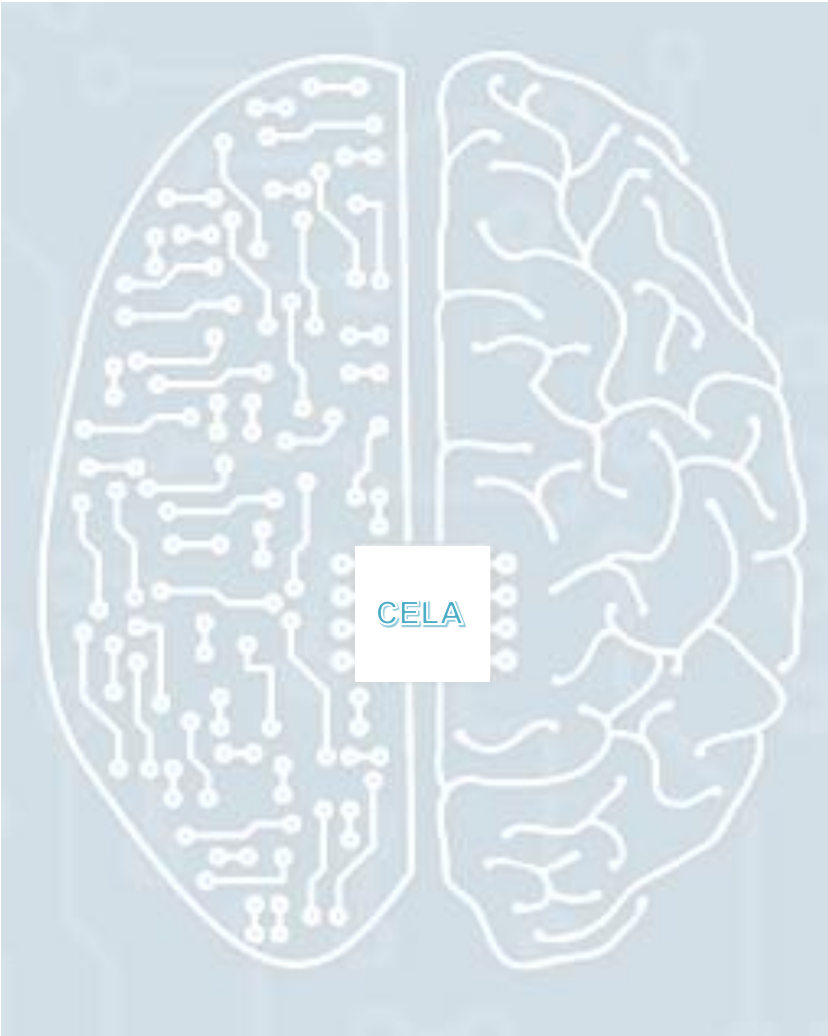


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WELCOME!

Thank you for joining the education team at Vanderbilt University School of Medicine's Center for Experiential Learning and Assessment (CELA). The CELA mission is to provide a rich simulation environment for training healthcare professionals to practice safe, effective, and compassionate clinical care. CELA is dedicated to the use of simulations to fulfill its mission. It is informed by the best practices of teaching and clinical practice grounded in theory-based research. Integral to this mission, CELA will conduct rigorous research that extends our knowledge and practice of experiential learning and assessment by simulations.

The purpose of the Program in Human Simulation is to provide a safe, non-threatening environment to teach, enhance and assess the knowledge, skills, and behaviors of health care providers using (primarily) standardized patients. Standardized patients (SPs) are individuals trained to portray a patient, family member, health care team member, or other roles.

Standardized Patients were first used by Dr. Howard Barrows at the University of Southern California in 1963 and later were expanded to the University of Arizona in 1970 by Dr. Paula Stillman. Since that time, the use of Standardized Patients has ballooned to every medical school in the country and many countries across the globe. You have a great responsibility to be in a position to influence positively the education and training of health care providers from novice students to experienced physicians and nurses. We in CELA take that responsibility very seriously.

The Standardized Patient Handbook is designed to provide information that will help you navigate the steps that will result in a successful educational activity 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 Dr. Bills, an SP Educator, or other CELA staff member.

By the way, if you know someone who is interested in working in CELA, please have them visit our website at <https://cela.mc.vanderbilt.edu/>. They can read about our program online and use the embedded link to contact us for more information.

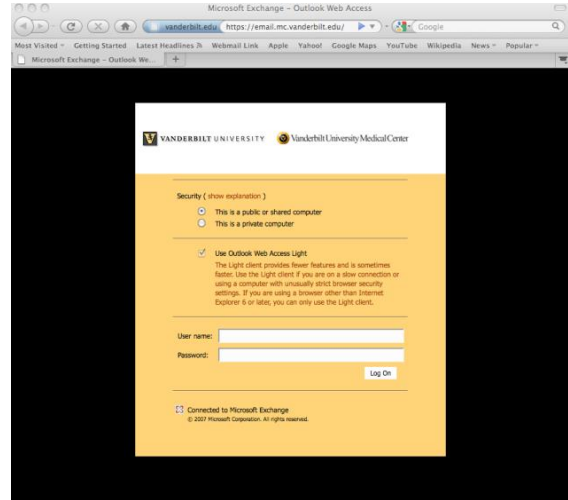
Once again, welcome aboard!

The CELA Team

1. Human Resources. Congratulations! You have made it through the Human Resources component of being hired at Vanderbilt as a Standardized Patient. There will be recurring requirements from HR for you as an employee. We have outlined a few of these policies in this handbook, particularly in Section 16, but not all. If you have any HR-related questions or issues, please contact **Jim Bills**, Education Manager, or **Jennifer Ray**, Business Manager.

2. Vanderbilt Email. You will be provided with a Vanderbilt email account. This is very important because almost all communications regarding important news, participation in projects, and other information is disseminated by email.

- As soon as possible, we will provide you the information needed to establish a Vanderbilt email account, including your VUNETID, which is then used to create a secure password. All communications between you and CELA will be done by email unless a short-notice situation occurs. Due to malware risks, Vanderbilt cannot send official email to private email accounts.
- To access your email account, visit www.mc.vanderbilt.edu and click on “Email” under the “RESOURCES FOR EMPLOYEES” header. The prompt to log in to email is provided. Log in using your VUNETID and password. Passwords are required to be changed annually.
- Failure to check your Vanderbilt email may cause you to miss important information about training, work opportunities, and compliance issues that require your attention. Therefore, checking email regularly is imperative. Standardized Patients (SPs) are **required to access their Vanderbilt email account once per week**. Not checking your email regularly or missing important messages may be cause for termination.
- Contact **Mujtaba Mir** if you have any problems with your email account. Mujtaba will walk you through the process of trouble-shooting or refer you for further assistance if needed.



3. Upon Arrival. Please make sure that you swipe in with your Vanderbilt ID card at the assigned Kronos reader (north lobby of Light Hall Building). Remember, do not swipe in more than seven (7) minutes before your scheduled arrival time. If you have any questions or concerns about swiping in or out, please contact Jim Bills.

Proceed either to the training room or the lounge area through the door to the right of the coordinator’s (when exiting the elevators). Please do NOT enter the door marked “Student Work Area” even if it is unlocked. Sign in on the sheet provided in the SP lounge. Inform an educator if any information is in doubt.

4. Departing. Before you leave following an event or training, check with your educator to ensure there are no outstanding issues. Please take a moment and tidy up the SP lounge area, if needed. You may recycle water bottles or soda cans (empty and rinse first), push

in chairs, and throw all trash in receptacles. Place used gowns into laundry receptacle. Then sign out on the sheet you had signed in on.

5. Training: An educator will contact you by phone or email to schedule you for events. After the initial contact, monitor your Vanderbilt email account for follow-up information (training materials, updates on event details, etc.)

Once you have agreed to participate in an event, you are confirmed. This means that 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 your educator immediately by email or phone. See Section 12, "Late Event Arrival or Absence," for more information.

Once a training date and time are set, it is considered confirmed. Training sessions are held in a small-group format, so changing the date or time for one person impacts the entire group.

Please arrive on time to all trainings. Bring a printed copy of the case information with you. If you are unable to do this, ask your educator to print a copy for you (in advance if possible).

Before beginning training and prior to the training session, you are expected to review your case materials and note any questions for your educator. It is important to arrive for training well prepared. Being prepared results in a more stimulating and streamlined training experience for everyone. Reviewing case materials differs from specifically being assigned home study. See home study information below.

If you have any questions about upcoming events, training, materials, etc. contact the SP educator who scheduled you for that event.

A. Who Needs Training? You will be asked to participate in training regardless of whether you are new to a case or have done it numerous times. As an experienced SP, your feedback and insight (especially during dry runs with other SPs) is very helpful in preparing the whole group to present the case in a consistent and standardized manner.

B. 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 time that you commit to studying and practicing your case off-site from PHS. 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.

6. Events and Projects. This section provides important information about CELA events and projects.

A. Professionalism. It is your professional responsibility to come to all events and trainings prepared. This includes knowing the details of the case and checklist (if applicable) as well as the expectations for the event (including event time, appropriate attire, etc.). Details about an event are in the confirmation email. Please read this carefully. If you have any questions, contact the SP educator who sent you the email.

From the time you arrive on campus until the end of the event, you are representing the CELA. Please behave professionally in your language and actions at all times. Punctuality is expected as a basic professional practice. Contact an educator, the

main desk, or anyone in CELA (refer to Section 12, “Late Event Arrival or Absence” below) if you will not be arriving at the scheduled time.

B. Call Time. Your “call time” is the time that you should arrive at PHS and be prepared for the day. The call time is set at least 30 minutes before the start of the event in order to account for an unforeseen emergency such as heavy traffic, last minute refresher training with an educator, and to allow you to get dressed and settled into your exam room. NOTE: If you want to eat before the event, please arrive early enough to complete your meal before the event call time.

C. What to Bring. Bring your case summary and notes to the event.

D. What to Wear. You are expected to arrive to all events having taken proper steps for good hygiene and wearing clean and presentable clothing. Please refer to your case information or confirm with the educator about appropriate undergarments for your case. When a case specifies that you will be in a gown, you will be expected to wear briefs or boxers under your gown if you are a man and a bra and underwear if you are a woman. Thongs do not provide adequate coverage and should not be worn. Appropriate underwear for women includes briefs, bikinis, or boy shorts. Please wear bras that are streamlined and easy for learners to maneuver around for physical examination of the chest and back, including auscultation of lungs and heart. Tank tops or full-coverage style sports bras are not appropriate).

For some events that do not include a physical examination, you may wear “street clothes.” If special clothing is required (for example a suit and tie or pajamas), you will be notified. Again, please refer to your case information or ask your educator if you have any questions.

E. On-Site Preparation. After you arrive, procure gown and props as needed, use the restroom, and otherwise prepare yourself for the event. You should be in your gown and prepared to enter the exam room **no later 15 minutes** before the first encounter.

Please use the remaining time to review. Try to partner with other SPs on your same case and quiz each other on case details. Your educator may choose to use this time for a group practice session, so everyone should be fully prepared.

Be in place in the exam room either on the exam table or in the chair, as your case info dictates, no later than 5 minutes before the encounter begins.

F. Breaks. You will generally be expected to stay in your room for two encounters in a row before taking a break. Your educator will outline your break schedule for you. It is NOT advisable to leave your exam room between each encounter unless you have arranged it with your educator. If you have a question or concern and need an educator, please use the phone in the exam room.

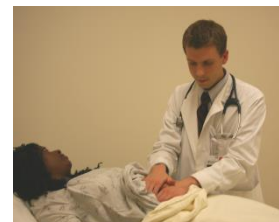
It is your responsibility to watch the clock and make sure that you have returned to your exam room, or the observation room if you are an observer, no later than five minutes before the next scheduled encounter begins following a break.

If you need to use the restroom, please do so at the BEGINNING of your break. Waiting until the last minute can cause you or another SP to be late for the next encounter, especially if there is a wait for the bathroom.

If you wish to leave the PHS during your shift of duty, even if only for a few minutes, you must notify your educator prior to doing so.

G. Giving Feedback. Please refrain from giving feedback to learners about the encounter unless it is a specific objective of the encounter and you have been trained to do so. You are allowed, however, to inform the learner if a technique they are performing is painful for you (extremely deep palpation or painful insertion of speculum into your ear, etc.). This is not the same as giving feedback. We want to create a safe learning environment for them while also maintaining a safe working environment for you. If an incident occurs during a session, inform the educator immediately.

H. Draping. During encounters that include physical examination, areas of your body will be exposed while learners listen, feel, or make visual observations. Your being comfortable with this type of educationally-appropriate exposure is necessary for SPs who participate in physical exams. While students are taught proper techniques for draping to ensure patient comfort, there may be times that you feel overly exposed. If you are exposed in a way that feels uncomfortable or inappropriate, inform the learner of this and take steps to ensure an appropriate level of modesty (while always maintaining your role as patient). Similarly, if a drape is not offered (for example, when the gown is being lifted to examine the abdomen), request one. If this occurs, please inform an educator.



I. Use of the House Phone during an Event. If you have a problem or a question during the time you are in the exam room, please use the beige house phone in the exam room to ask for assistance. Examples of problems that may arise are running out of drapes, a learner leaving a clipboard in the room, the computer screen does not display checklist, or a piece of equipment like the sensor-activated sink or the otoscope did not work during the encounter.

J. Event Recording. All events are video recorded from the time the learner logs in on the computer in the hallway until he/she chooses “Stop encounter” on that same computer (after they exit the exam room encounter). This means that all SPs should be in the proper position when they hear the announcement: “Students are logging in” or similar.

After the learner leaves the examination room, do not get up immediately. Stay in your role as patient and watch the computer screen in the exam room. When it no longer reads “Exam in Progress,” THEN you can break role. If you move before this time, it will be recorded and, as these videos are later viewed by faculty and/or the learners, it undermines the realistic nature of the simulation that we seek to portray.

In addition to movement and breaking your role as patient, be mindful of any and all comments that you make while in the exam room. Comments may include, but is not limited to, those made aloud (even to yourself) about a learner or the encounter experience. Our intention at PHS is to maintain respect for each learner, the educational process, and the learner’s individuality so that we can create a safe learning environment.

NOTE: In order to keep your exam room computer “awake,” move the mouse at the beginning of each encounter, that is, before you get into position. This will keep the screen visible and provide you with the “Exam in Progress” indicator.

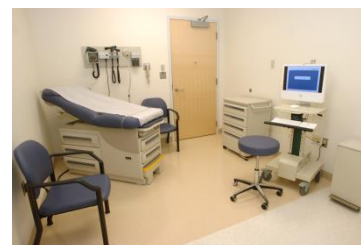
K. Observation Room. If in the Observation Room during events either to complete checklists or observing an event for training purposes, we ask that you remain quiet while events are in progress. During many events, faculty are in the room observing. Limit your conversations in the room to necessary conversations only (social conversation should be taken to the SP lounge area) and speak in a soft voice so as not to disturb them.



Also be aware that office spaces lie on either side of the Observation Room and that sounds carry easily. When you leave the observation room, please leave it as you found it (or better!) with headphones neatly beside monitor, chair pushed in, etc.

SPs may **ONLY** have beverages with lids in the Observation Room. This can include water bottles (with lid engaged when not in use) or other beverages in travel mugs (with securely-fitting lids). Please leave other drinks and snacks in the SP lounge.

L. Re-setting Exam Rooms. At the end of each encounter, refresh your room by replacing the table paper, throwing away used drapes, picking up otoscope speculums that may have fallen on the floor, etc.



At the end of the event, we ask that you 1) replace table paper, 2) ensure that ophthalmoscope/otoscope light is OFF, 3) clean up the area and remove all personal items, 4) inform your educator if there are any problems, including supplies that need to be restocked, missing or damaged equipment, etc., and 5) turning off overhead lights.

M. Staying or Leaving. Expect to stay the entire time that you are scheduled. Your educator may want to meet with all SPs about the event afterward and debrief. Do not leave earlier than your scheduled “end time” unless you have made arrangements with your educator.

N. Checklists. In some instances, you will be asked to fill out a checklist on the computer after your encounter with the learner. These checklists may be based on physical examination techniques applied by the learner and/or communications items. If there is a checklist associated with your case, you will be given information during your training.



- **When to complete a checklist.** After the learner has left the room, he/she will log on to the computer in the hallway. This action will generate your checklist to appear on the computer in the exam room. Answer all questions using the computer mouse to choose your selections and then submit the information using the blue submission button in the upper right corner of the screen. If you have questions during this process, use the phone in the room to contact an educator.

7. Confidentiality of Case Materials. All case information, checklists, and training materials are the property of CELA and are to be used exclusively for simulations authorized by CELA. Unauthorized use or sharing of these materials is strictly prohibited.

Please keep your case materials in a secure location. If you are studying at a site away from home (especially on campus, like at Au Bon Pain), be aware that students could also be nearby and handle your materials accordingly.

After an event is complete, you may keep your materials in a secure location or shred them. You are welcome to deposit your materials in the “Shred It” box next to the copier in the front office. However, please do not place them in regular trashcans. Also, do not leave your confidential materials in the exam room drawers after a training or event.

8. Food and Beverages. PHS provides beverages while you are working at the center. Please keep snacks and drinks in the SP lounge or the conference room area only. **Only water** is allowed into exam rooms when used as a prop for a case. Only beverages with a lid or in a secure travel mug are allowed into the Observation Room.

9. The SP Lounge. The SP Lounge is provided as an area for you to rejuvenate during your workday, as a “green room” when you are not participating in an encounter (as an SP or observer), and as a staging area to review case details. Please use reasonable indoor conversational voice levels in the lounge and the conference room. Be aware that multiple voices add up and can easily become louder than intended. Help by self-monitoring the sound level and encourage others to do so. Do not discuss particular learners while in the SP lounge area (see note below re: FERPA and Communications).

10. Lockers. Lockers for daily use only are available in the SP lounge for storing your personal items while you are in CELA. CELA is not responsible for anything left in the lockers.

11. Cell Phone Use. During training sessions, please refrain from texting and making or receiving calls. Turn your phone to silence or vibrate during these times. If you are the caregiver of a child, elder, or someone who is ill, please let your educator know so that she will be aware that you may need to step out of the room if you receive an urgent call or message.

During events, please leave your phone in the lounge area or set the ringer to silent if taking it into the exam room with you. If you need to make calls during the day of an event, please do so during your break times.

12. Cancellation of Events. CELA has attempted to abide by a guideline that, should an event or the need for an SP be cancelled within 24 hours of the show-up time, the SP will still be paid for the amount of time he or she has committed to. This was in recognition of the fact that many SPs have other employment options, yet they opt for work as an SP in order to support CELA's mission. Examples of cancellations may include a faculty member needing to cancel/postpone a project, or the numbers of learners were reduced that would result in a fewer SPs being required.

However, there are times when events must be cancelled that are outside the control of CELA. For example, inclement weather adversely affecting driving conditions may result in events being postponed or cancelled. In such cases the decision to cancel may be made only hours prior to the event. CELA has little or no control over these decisions that often are made for the safety of the learners and for the SPs should driving conditions be deemed hazardous. If this is the case, SPs will **not** be reimbursed for cancellation of an event. We have looked back over the past several years and

cancellations due to inclement weather are rare. We do not make decisions to cancel an event lightly and we will do our best to proceed with the event when it is scheduled.

13. Late Event Arrival or Absence. If you are going to be late or unable to show up for your event, **it is imperative you contact the primary educator immediately.**

If 24 hours or more before an event, email and call the primary educator that is, the trainer who contacted you to participate in the event. He/she will respond to your email or call. IF HE/SHE DOES NOT, then they did not receive your information. It is your responsibility to make sure that the information is relayed.

On the day of training or the event, CALL your primary educator. If you are unable to reach him/her, leave a message and then try another educator or staff member. Lastly, if you are unable to reach either of them, call the CELA main number at 615-936-8764. Leave a detailed voice message which would include a call-back number.

If you will arrive at any time after the call time on the day of the training/event, you are responsible for calling your educator immediately to inform her of your status.

14. Lunch during Full-day Events. If you are participating in a full-day event, it is Vanderbilt's policy that you take a 30-minute unpaid lunch break once you reached 6 working hours. During this time, you can eat lunch that you have brought with you (the SP lounge is equipped with a microwave as well as a refrigerator/freezer) or go to a nearby restaurant (within short walking distance that will allow you to leave, eat, and return within 30 minutes).

For a few events, there is not adequate time to leave for a meal, so one is provided by PHS. If this is the case, you will be informed ahead of time. If you have not been specifically informed that lunch will be provided for an event, you should assume that you will be expected to provide your own lunch.

15. Kronos

- Every SP is responsible for ensuring that all information is recorded in Kronos is accurate. This includes your home study hours given to you by your trainer. The hours should be recorded on your time card the day before your training (not) the day after training.
- Please remember the ONLY time you are allowed to manually place time on your time card is **home study**, you are never allowed to change your work start or work end times, and this action will be done by the TimeKeeper (Jim). Only after all times for all events/trainings/home study have been verified through the TimeKeeper database.
- If you notice a discrepancy on your time card please email Jim at jim.bills@vanderbilt.edu with your concerns. He will investigate and respond to your email with an answer and the findings addressing your concerns.
- Finally, all corrections to time cards are completed by TimeKeeper by a certain date and time. SPs are sent out a notice to approve their timecard by a certain date and time to allow the SPs sufficient time and the TimeKeeper correct any possible discrepancies on your timecard. Note: This date or time is slightly flexible depending on the last worked day/time event at the end of the pay period, however this information is indicated in the "please approve your time card" email.

16. Parking. All SPs are responsible for making sure we have the latest information on your vehicle color, make, model, and tag number. This information is to protect you from receiving a ticket or having your vehicle towed. SPs can park in any of “patient parking area” in any of the Patient Parking garages, as long as it is not by the doors to the clinics or hospital (remember SPs are playing patients), we have real patients that should have the privilege of front parking places. Also, if you are stopped by parking security and questioning your parking or your employment status the only statement you need to make is that “I am a standardized patient and you are welcome to call 615-936-8764”. If you have any further questions about parking, please ask us.

17. Compliance. Vanderbilt holds a deep commitment to the highest levels of ethical standards and lawful conduct. The VU Compliance Program articulates specifically what is expected of us, and completing Standards of Conduct training ensures that we have a thorough understanding of institutional standards of integrity and honesty.

A. Conflict of interest. All university faculty, staff, and representatives should avoid potential or perceived conflicts of interest. Conflict of interest refer to situations in which an individual’s financial, professional, or other personal considerations may directly or indirectly affect or have the appearance of affecting, an individual’s professional judgment in exercising any university duty or responsibility. They may arise with regards to business relationships, gifts, use of university assets, student-related activities, and activities related to family members. All members are required to submit a Disclosure Form upon initial employment and annually thereafter.

B. Discrimination. Vanderbilt is committed to the principles of equal employment and affirmative action. Vanderbilt does not discriminate on the basis of race, religion, sex, national or ethnic origin, age, disability, sexual orientation, or military service in administration of policies, programs, and activities and employment. Any staff member who experiences harassment or discrimination on the basis of characteristics listed above should immediately seek assistance through the Equal Opportunity, Affirmative Action, and Disability Services Office (EAD). Reference: <http://hr.vanderbilt.edu/policies/equal-opportunity.php>

C. Harassment. It is important that Vanderbilt University faculty, staff, and students enjoy an environment free from implicit and explicit behavior used to control, influence, or affect the well-being of any member of our community. Harassment of individuals based on their race, sex, religion, color, national or ethnic origin, age, disability, or genetic information¹ is unacceptable and grounds for disciplinary action, and also constitutes a violation of federal law. Equally unacceptable within the University is the harassment of individuals on the basis of their sexual orientation, gender identity, or gender expression. Reference: <http://hr.vanderbilt.edu/policies/anti-harassment.php>

D. Immunizations. In November, 2014, VUMC revised its flu vaccine policy. In an effort to protect both employees and patients from potential harm, the Medical Center is now requiring mandating the influenza vaccine for all VUMC employees. The mandatory program applies to all VUMC employees, faculty, staff, residents and fellows, **temporary workers**, trainees, volunteers, students, vendors and voluntary medical staff.

The following changes are being implemented to the influenza vaccination exemption process for the 2014-2015 season.

- All VUMC employees must be compliant (vaccinated or exempted).
- Any VUMC employee requesting an exemption to vaccination must do so.
- Flu vaccination exemptions are limited to three categories: medical, allergy, and sincerely held religious/personal belief.

For more information, visit <http://healthandwellness.vanderbilt.edu/occupational-health/flu/index.php> for the Influenza Vaccination Plan for VUMC Employees and list of Frequently Asked Questions (FAQs).

E. Video Records Policy. Vanderbilt School of Medicine is committed to quality education and training. Toward this end, students, residents and fellows are routinely observed and evaluated as an integral part of their education and development of their professional competencies, either directly or through video records, as appropriate to the objectives and format of the experience. These are an integral part of the teaching and assessment methods of trainees. A full copy of the CELA Video Records Policy is available at: <https://medschool.vanderbilt.edu/cela/video-policy>.

F. VUMC Social Media Policy. The VUMC Social Media Policy provides guidelines outlining how VUMC supports institutional communication goals through social media platforms. The policy is intended for internet activities that associate or identify a faculty or staff member with Vanderbilt, use Vanderbilt email addresses, or discuss Vanderbilt. In keeping with the Electronic Communications and Information Technology Resources policy (HR-025), **Vanderbilt email addresses should not be used in conjunction with unofficial or personal social media accounts and profiles.** This policy is not intended to guide online communications when employees do not associate or identify themselves with Vanderbilt. The VUMC Social Media Policy may be accessed at: <http://www.mc.vanderbilt.edu/root/vumc.php?site=socialmediatoolkit&doc=26923> .

18. Communications and Confidentiality.

- If you have an experience with a learner that you feel should be shared or that you need to express concerns about, please ask your educator for one-on-one time to do that (during a break or at the end of the event).
- Since PHS is a center for experiential learning (and because individuals have their own unique styles), sometimes the learners you work with will perform physical maneuvers or ask questions in a different way than you were expecting. Please refrain from talking about this unless you have concerns about what you experienced and need to communicate it with an educator. Our goal is to maintain respect for each learner, their process, and their individuality, creating a safe learning environment for them.
- Family Educational Rights and Privacy Act (FERPA). Vanderbilt School of Medicine is subject to the provisions of the Federal law known as the Family Educational Rights and Privacy Act (FERPA) which ensures confidentiality of student information. As employees of Vanderbilt, we have agreed to FERPA laws which require that we ensure privacy of learners' information. For this reason, it is important that conversations regarding interactions that you have had with a learner are (1) necessary (2) with the appropriate person, i.e. an SP educator and (3) held in a confidential place and manner. Learners' experiences at PHS are like assessments in a classroom setting, therefore interactions with the learner are to be handled with the same level of care and discretion as a graded test. Access the following link for VU FERPA policies for staff members: <http://registrar.vanderbilt.edu/ferpa/ferpa-for-staff/>

- When talking with other SPs or in a group debriefing format with your educator, please use “I experienced . . .” statements to keep the conversation focused on your experience and challenges (rather than the learner).
- While there are skills and techniques that learners can improve (that is, after all, one of the key reasons that we have created this safe learning environment for them), it is advisable to keep our critique and evaluation focused on how WE can do our best possible job to understand the cases, give reliable and standardized responses, and perform realistic simulation.
- The ONLY time that you are asked to critique the performance of the learner is in cases that include a performance/behavior-assessment checklist. Beyond that, your role as SP does not include critique of learners or their performance.
- Observation of other SPs’ performance during training or events are to be treated with complete respect and kept in confidence.

19. Tips from Stellar SPs

- Be in the correct first position when the learner enters exam room.
- Offer opening statement verbatim.
- Answer first open-ended question verbatim.
- Give correct information during history intake.
- Tolerate silence.
- Answer only the question that is asked (don’t volunteer information).
- Ask required embedded questions appropriately (and no unscripted questions).
- Do not solicit medical advice from or challenge the learner.
- Be cooperative throughout.
- Stay in role as the patient at all times.
- Portray signs and symptoms accurately throughout the encounter and during the physical exam.
- Allow the learner to perform the physical exam without interference or help.
- Do not assist the learner or anticipate exam directions – act as though this is the first time this has ever happened, not the fifth time today!
- Dress in proper attire (as directed by the case materials).
- Behave realistically...not like an actor playing a role, but like a patient! Answer questions in a natural manner and display the appropriate affect for the patient.

20. Helpful Information: Websites, Links, and Acronyms

Internal Information

- Vanderbilt University Medical Center: <http://www.mc.vanderbilt.edu/>
- Vanderbilt University School of Medicine: <https://medschool.vanderbilt.edu/>
- Center for Experiential Learning and Assessment: <https://cela.mc.vanderbilt.edu/>
- Equal Opportunity, Affirmative Action, and Disability Services Office: <http://www.vanderbilt.edu/eao/>
- Human Resources <http://hr.vanderbilt.edu>
- FERPA for Staff: <http://registrar.vanderbilt.edu/ferpa/ferpa-for-staff/>
- Compliance: <http://hr.vanderbilt.edu/compensation/compliance.php>

External Information

- Association of Standardized Patient Educators: <http://www.aspeducators.org/>

- Association of American Medical Colleges: <http://www.aamc.org>
- Accreditation Council for Graduate Medical Education: <http://www.acgme.org/acgmeweb/>
- Liaison Committee on Medical Education: <http://www.lcme.org/>

Acronyms

AV – Audio-Visual

B-Line – The software and hardware system that we use to control and manage events.

CELA – Center for Experiential Learning and Assessment

ITS – Information Technologies Services

PGY-1 (2, etc) – Post-Graduate Year physician in training (by year)

PHS – Program in Human Simulation (CELA 4th floor)

Resident – Learners who are here following completion of their med school. They are doctors, but still in training.

SAS – Surgical and Anatomical Simulation

STP – Simulation Technologies Program (CELA 3rd floor)

VUSM – Vanderbilt University School of Medicine

VUSN – Vanderbilt University School of Nursing

VUMC – Vanderbilt University Medical Center

21. Helpful Key Phone Numbers and Emails

PHS	Office	Room*	Email
PHS Main	936-8801	4450	programcoordinator.cela@vanderbilt.edu
Banerjee, Arna (Director)	936-8801	403 MAB	arna.banerjee@vanderbilt.edu
Bills, Jim (Education Manager)	936-0143	4415	jim.bills@vanderbilt.edu
Clemans, Ally (Program Assistant)	936-7295	4450	Ally.clemans@vanderbilt.edu
Halasz, Jordan (Ops Manager)	936-8840	3450	Jordan.halasz@vanderbilt.edu
Harrison, Lauren (IT Tech)	936-8470	3450	lauren.m.harrison@vanderbilt.edu
Mir, Mujtaba (IT Manager)	875-9944	4433	Mujtaba.mir@vanderbilt.edu
Ray, Jennifer (Business Manager)	936-8801	4421	jennifer.m.ray@vanderbilt.edu
Rhodes, Mark (Program Assistant)	936-8801	3450	Mark.a.rhodes@vanderbilt.edu
Skaug, Laura (SP Educator)	936-5028	4407	laura.skaug@vanderbilt.edu
VanRegenmorter, Jessica (SP Educator)	936-8471	4407	j.vanregenmorter@vanderbilt.edu
Parker, Darlene (Senior SP Educator)	936-8577	4407	Darlene.l.parker@vanderbilt.edu

* All rooms are CELA MRB IV fourth floor except as indicated.