University of Illinois at Urbana-Champaign
College of Medicine
Clinical Simulation Center
Policy and Procedure Manual
Policies and Procedures Manual

As a Department within the UIUC College of Medicine, the UIUC College of Medicine Clinical Simulation Center (CSC) primarily follows the policies and procedures of the institution. This document outlines the Center’s supplemental policies and procedures.

For specifics regarding the Policies and Procedures applicable to simulated patients, please see our webpage.

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Our Mission

The Mission of the UIUC College of Medicine Clinical Simulation Center is to provide students with a safe learning experience that advances clinical skills, communication skills, patient safety, and clinical outcomes, by integrating medical simulation based teaching practices into the educational curriculum for all students.

Our Goals

• To make the student’s simulated experience educational and enlightening through immersion in case scenarios that are designed to help the students develop problem solving and decision making skills.
• To improve patient safety by assessing student performance of history taking skills, physical exam skills, and communication skills using evidence-based evaluation methods.
• To provide authentic experiences to prepare and assess learners using simulations with a variety of platforms and technologies.
• To sustain and continually improve a program of academic excellence using best practices for simulation based learning and assessment.
• To foster simulation research to improve health care education, processes and outcomes.
• To maintain an outstanding simulated patient program through recruiting, training and ensuring the highest standards in the use of simulated patients.
• To ensure high quality faculty and student satisfaction through transparency, communication, efficiency, and feedback.

General Information

Location

The Clinical Simulation Center of the UIUC College of Medicine is located in Clinical Exam Suite 300 of the Medical Sciences Building. The center simulates a clinic setting that is fully equipped to practice all clinical skills in a total of 8 rooms. Each room is equipped with a camera for video-taping encounters and a computer for note writing.

Clinical Simulation Center
University of Illinois College of Medicine
506 S. Mathews Avenue, Clinical Exam Suite 300
MC-714 MSB 300
Urbana, Illinois 61801

Operating Hours
In order to properly secure and maintain the equipment and facility, access to the Clinical Simulation Center must be closely monitored. The Center can be accessed during regular operating hours of 8:00 am to 5:00 pm by those with access credentials. A designated staff/faculty member or other approved individual must be present during an activities scheduled outside of regular business hours.

Map
Clinical Simulation Center Team

Japhia Jayasingh Ramkumar, MD
Clinical Simulation Team Director
jayasing@illinois.edu
Director Role: Oversee the operation of the simulated learning environment. Develop procedures and protocols for the simulation center. Collaborate with course directors/clerkship directors in developing cases, setting up OSCE’s and other simulated experiences. Develop training materials for OSCE’s and for training of simulated patients. Develop cases and training materials for sessions and simulated patients. Evaluate the performance of simulation sessions. Remediate students.

Diane Corsaro, BSN
Clinical Simulation Coordinator
dcorsaro@illinois.edu
Coordinator Role: Maintain the SIM Center calendar. Develop protocols for the simulation center and for the training of standardized patients. Administrate all aspects of simulated patient training. Liaise with relevant faculty and clerkship directors in the development of cases. Develop training materials for OSCE’s and for the training of simulated patients. Assist in development of cases and training materials for sessions and simulated patients. Liaise with UIC for Senior OSCE. Lead set up, running and wrap up of OSCE sessions, and assist in evaluation of sessions.

Debbie Deedrich
Coordinator of Simulation Management
deedrich@illinois.edu
Coordinator of Simulation Management Role: Administer Sim Center Request Forms. Maintain the SIM Center calendar. Manage the database to include schedules, materials, cases, information on students, faculty, standardized patients, rooms and evaluations. Develop protocols for the operation of the simulation center. Develop protocols for standardized patients and training. Assist in evaluation process. Assist in development of cases and training materials for sessions and simulated patients. Schedule all simulation center sessions and coordinate sim center logistics. Assist in set up, running and wrap up of all sessions. Prepare schedules for all simulation center sessions. Gather all sim center materials and assemble and distribute to relevant faculty members. Lead the running of all sessions. Assist in set up and tear down of sessions. Liaise with faculty, staff and departments involved in a session.

Crystal Hults
Simulation Operation Technician
chults@illinois.edu
Simulation Operation Technician Role: Equip, order and maintain supplies for simulation center. Assist in set up, running and wrap up of the OSCE sessions. Assist in training of standardized patients. Assist in development of cases and training materials for sessions and simulated patients. Assist in protocols and procedures for simulation center and SP’s. Assist with assembling and distribution materials to relevant faculty members.
Simulation

What is simulation?

Simulation is an attempt at replicating reality. In medical education, simulation tries to replicate some or nearly all of the essential aspects of a clinical situation so that the situation may be more readily understood and managed when it occurs for real in the clinical practice. The simulation center environment allows student to participate in life-like situations. Simulation can also be used as a teaching method to help assess a student’s skill acquisition. Simulating real-life experiences for students in a safe environment is conducive for developing critical thinking, clinical reasoning and clinical judgement skills. Practicing in such an environment will increase the probability that those skills will be used in the real-world setting.

Simulated Scenarios or OSCE’s (Objective Structured Clinical Examination)

Simulated case scenarios or OSCE’s involve active participation for all students. All simulated patients and any models or task trainers used should be treated as if they were live patients. The simulation lab is a learning environment. Students involved in simulated scenarios should have everyone’s respect and attention. Situations simulated in the center are to be used as a learning tool and no discussion of the actions of students should take place outside of the lab.

What is debriefing?

The debriefing session involves the immediate feedback and a reflective critical thinking analysis and communication tool for participants of the simulation exercise. The purpose of the debriefing assessment provides an intense post conference and active evaluation process driven by instructors and peers. The focus of the debriefing should be on positive aspects and should allow the student to answer critical thinking questions.
**Code of Conduct**

- Conduct becoming of a professional in a clinic setting must be displayed by all users, faculty and staff at all times. All users must act in a manner that does not disturb the academic activities occurring in the center.
- All center users are asked to wear their identification badge either from the UIUC COM or their respective clinic/hospital.
- Disrespect towards students, faculty, staff, the space or its resources will not be tolerated.
- All learners and faculty users are expected to arrive for simulation sessions on time and well prepared.
- All faculty and staff are encouraged to store their belongings in Room 309 main conference area. The center cannot be held responsible for any personal items left unattended in any of the conference rooms.
- All participants will be informed about reserved parking spots for the day of their session and should only park in spaces provided. Always arrive with change for a meter or the ability to pay with your phone in case spots are not available. Never park in a spot or parking lot that is clearly reserved. Any parking fines or towing fines incurred by parking in other spots are the responsibility of the participant and will not be reimbursed by the simulation center.
- The simulation center is a shared space and as such users are expected to clean up after themselves.
  - Simulation rooms, control room and debriefing rooms should be cleared of all supplies, papers, and equipment that are not part of the standard room set up.
  - All garbage should be properly disposed of and trash cans moved to the outside of the suite.
  - All consumable supplies that can be reused should be left neatly where they were set up.
- Food items are permitted in the main conference room only. Drinks with lids are permitted in the suite.
- During sessions noise must be kept to a minimum. Conversations should be kept to a minimum and when possible should be limited to outer hallways, conference room or control rooms spaces.
- Students must avoid wandering/loitering during sessions. Refrain from arriving more than 15 minutes prior to encounter and depart the center promptly at the completion of the event.
- Any damage to equipment, rooms or computers should be reported to a simulation team member immediately.
- Any equipment malfunction should be reported to a simulation team member immediately.
- Equipment should only be used for the specified purpose of the session. This includes the computers; no use of internet or personal email is permitted.
- Adherence to the COM dress code is expected. Learners participating in simulated sessions will adhere to the same clinical dress code as they would for their respective discipline. White coats should be worn by students.
• All electronics including cell phones, PDA’s, cameras, camera phones and video recorders are prohibited during simulations.
• Adherence to rules regarding confidential information as indicated in the Simulation Confidentiality Agreement.
• Adherence to UIUC policies on anti-discrimination, workplace violence, etc.

Violations of the Code of Conduct are handled at the discretion of the Clinical Simulation Director.

**Scheduling a Simulation Center Session**

All scheduling requests should be submitted online using the “Simulation Center Request Form”. Once approved and scheduled a confirmation email will be sent to the requester. Please note that bookings **will not be accepted by any other method**. Events should be scheduled at a minimum of 6 weeks in advance of the session date, with a preference of earlier if possible. FCM1 and FCM2 sessions are pre-scheduled for the academic year and are given preference. Priority is then given to events in the order they are received provided that the space and staff are available and the request information form is completed in its entirety.

Simulation Center Request Forms will be reviewed by the Simulation Team who will then implement all facets of the session from parking, hiring of standardized patients, training of standardized patients, room reservations, video-taping and viewing needs, computer set up for note writing and BenWare set up for student evaluations. Once all details needed for the session have been implemented a follow-up email will be sent to the person who completed the Request Form.

In addition to completing all information on the Request Form, any special room configurations, equipment needs or instructions will need to be included and discussed with the Simulation Team.

Any changes or cancellations that involve scenarios, logistics, class rosters, or evaluations must be submitted in writing no less than 10 business days before the session. First time events: If the lead instructor/faculty member has never scheduled a previous session at the Simulation Center, he/she is requested to schedule a meeting with the Clinical Coordinator in order to:

• Tour the facility
• Discuss his/her course needs, objectives, and session evaluation forms to be used
• Discuss room set up, medical equipment and any disposable needs
• Receive an overview of the AV capabilities of the facility
• The Director will also require a completed “CSC Case Template” and will assist with writing a scenario that supports the learning objectives of the session.
Confidentiality

In order to preserve the realism of the scenarios and the integrity of the cases used in the Clinical Simulation Center, and to provide an equitable learning experience for each student, all persons using the CSC will be required to sign a confidential agreement (attached in addendum). In signing, the participant agrees to:

- Not share any simulation scenario information with others outside of the simulation center
- Not share or disclose special simulated patient health information
- Not share student performance with anyone
- Not misuse or be careless with simulation information

Equipment and Facility Use

Equipment and supplies will be provided by the CSC for all sessions. Any necessary equipment or supplies that are not considered standard by the CSC Team are the responsibility of the requesting individual. The CSC team will coordinate with the purchasing/set-up of such equipment/supplies. Personal clinical supplies such as a stethoscope are the responsibility of the student although extras will be kept in the center in case of emergency.

Equipment will be inspected prior to the start and completion of all simulation sessions. Any malfunction during a session should be brought to the attention of a CSC Team member immediately so the repair and/or replacement if possible will be substituted.

Troubleshooting: A simulation team member will be available during all session to assist with troubleshooting equipment. IT staff will also be available for any computer, software or video-taping issues.

Video-recording

All standardized patient cases and simulations will be recorded. Students will be given access to their video only when it is required as part of the course activity. Faculty can view videos off campus using their Net ID and log on capabilities. All video recordings are protected within the system. Access is granted only through the IT Department and only at the discretion of the appropriate Course Director. All videos will be saved for 5 years and then will be deleted unless they need to be archived. Faculty may view performance videos for remediation purposes.
Safety and Security

In the event of an emergency, call 911.

It is the responsibility of the users of the facility to be aware of emergency exits and the location of fire extinguishers in the Clinical Simulation Center and the building.

The Clinical Simulation Center adheres to the University and specifically the College of Medicine policy regarding extreme weather events.

Clinical Simulation Center Evaluations

Just as instructor to student feedback is a vital part of simulation-based training, so too is the learner’s evaluation of the instructor, staff, equipment and facilities. Without the benefit of feedback from session participants, the Clinical Simulation Center would be unable to continually improve and enhance its scenario training and offerings.

All sessions should include an evaluation (done via BenWare).

Feedback forms for faculty are available on the CSC website. Any and all feedback is greatly appreciated.

Simulated Patients at Our Simulation Center

We strive for diversity in our simulated patient group with variations in age, nationalities and a range of physical characteristics. All SP’s are required to submit to a background check and undergo mandatory training and feedback sessions before they are able to work in the role of a simulated patient.

For each scenario our SP’s are selected based on their fit for the requested demographic, physical traits and their availability. Requests for specific standardized patients will be accepted but we are not always able to guarantee their availability. In the instance that the specific SP is not available we will then recruit who we deem suitable for the encounter. Our SP’s are prepared for scenarios involving history taking, physical exams or both. SP’s are not to be used for any invasive procedures.

While our roster of standardized patients is trained in a variety of clinical scenarios, any new or specific scenarios can be accommodated for training with enough lead time for recruitment and training. Please contact the Simulation Director if you have very specific needs.
I, ________________________________, acknowledge that I have access to the UIUC College of Medicine Clinical Simulation Center’s Policy and Procedures manual located on this site and I have read and understand the content of the manual. I am aware that there may be changes made to this manual from time to time, and that I will be responsible for reading and abiding by said changes.

The Clinical Simulation Center does not allow invasive procedures on each other or other people, including no needle sticks, no injections, no medications and no airway devices on real people. We do allow simulated patients to “act” as a patient. The CSC uses vials and syringes that have been replaced with air or water to there is no confusion with real medications.

I am further aware that I may contact the UIUC College of Medicine Clinical Simulation Center Administrator in regards to any questions or concerns. I understand that failure to abide by the terms of this manual may lead to a suspension (temporary or permanent) of the UIUC College of Medicine Clinical Simulation Center privileges.

____________________________________         ______________________________
Signature                                                       Date

Please sign electronically at
http://go.illinois.edu/cscpandpack