



Standardized Patient Program Manual

Introduction

Welcome to the Standardized Patient Program at Grand Valley State University. As a component of the Simulation Center our Standardized Patient Program offers students many opportunities to develop and practice skills essential to outstanding clinical practice and safe patient care. We employ individuals who have the ability to portray the role of patients with many different conditions and emotional states in both inpatient and outpatient settings. Students are able to practice skills, including communication and physical assessment skills, in a safe environment, and further develop as emerging health care professionals. Standardized patients are also utilized in the testing and evaluation of students.

The GVSU Standardized Patient Program currently serves students from many academic programs which include Nursing, Physician Assistant Studies, Physical Therapy, Occupational Therapy, Radiologic and Imaging Sciences, Therapeutic Recreation, Clinical Dietetics, Speech and Communication Disorders, and Social Work.

The mission of the Grand Valley State University Interprofessional Simulation Center is to promote interprofessional healthcare delivery by teaching professional competencies in a safe and interactive learning environment. This is accomplished by the application of existing and evolving best practices, principles of andragogy, and technologies. The following information outlines the expectations we have for employees of the Standardized Patient Program as well as the policies and procedures essential to accomplish our mission. Additional information about the Simulation Center can be obtained on our website at <https://www.gvsu.edu/simcenter/>.

If you have questions regarding the Adult Standardized Patient please contact Sharon Baker. Contact Alison Crary to inquire about the Pediatric Standardized Patient Program.

Sharon Baker
Standardized Patient Manager

Alison Crary
Standardized Patient Assistant Manager

616-331-5984 – bakersha@gvsu.edu

616-331-5582 - crarya@gvsu.edu

Becoming a Standardized Patient at Grand Valley State University

The Application Process: Adult Standardized Patients

To apply for a standardized patient position, please visit the GVSU Simulation Center website and click on Job Opportunities.

<https://www.gvsu.edu/simcenter/>

Once completed, your application will be forwarded to the Standardized Patient Program Manager for review.

You will receive an email from www.sterlingcheck.com for authorization for a pre-employment background check. This is a requirement for all individuals employed at Grand Valley State University.

Please note, it is required that all standardized patients have an email account and are comfortable using email as a communication tool. In addition, it is required that all standardized patients have access to the internet and feel comfortable using and obtaining internet resources.

The Application Process: GVSU Student Standardized Patients

To apply for a student standardized patient position, please visit the GVSU Simulation Center website and click on Job Opportunities.

<https://www.gvsu.edu/simcenter/>

Once completed, your application will be forwarded to the Standardized Patient Program Manager for review.

If you were previously employed at Grand Valley State University, please be sure to include the dates of employment on your application.

The Application Process: Pediatric Standardized Patients

The Standardized Patient Program also employs minors to work as standardized patients in accordance with all State and Federal laws regarding the hiring of minors. Parents of minors interested in this program are asked to review the Policy Regarding the Hiring of Pediatric Standardized Patients prior to applying to the program. This policy can be found on the GVSU Simulation Center website under the Standardized Patient Program tab. Every minor under 18 years of age must be accompanied by an adult who will stay with them at all times during the Standardized Patient event. It is often not possible to bring other children to events in which a child is working. Please check with the program staff before bringing other children with you.

To apply for a pediatric standardized patient position, please visit the GVSU Simulation Center website and click on Job Opportunities.

<https://www.gvsu.edu/simcenter/>

Once completed, your application will be forwarded to the Standardized Patient Program Manager for review.

Additional Required Paperwork

Upon hire, standardized patients are required to complete all required federal, state and local tax forms as well as the Employment Eligibility Form (I-9) prior to working as a standardized patient. We typically ask new standardized patients to set up a time to come into our facility to complete this paperwork or have them arrive early for their first work assignment. In addition, all standardized patients must sign a Photo Release Form, giving the university the right to use photos or video of standardized patient events for educational purposes.

Payments and Benefits

Standardized patients are classified as temporary employees of the university. Standardized patients are paid bi-weekly and hourly. The university pays standardized patients for a minimum of three hours each time they work an assigned event. Standardized patients must enroll in direct deposit. Pay is directly deposited according to information on file with payroll. Depending on the timing of the event worked relative to the current pay period it may take up to three weeks to receive initial payment. Any questions regarding pay periods and payment should be directed to Matt Wagenheim, Simulation Assistant.

(616) 331-5568 or wagenhma@gvsu.edu

Working as a Standardized Patient at Grand Valley State University

Scheduling of Standardized Patient Events

Standardized patient events are requested by faculty members prior to each semester (fall, winter, spring/summer). These requests detail specific demographics, which may include age, gender, and physical conditions, needed to accurately portray the case or provide students with the desired learning experience. Many of these events require standardized patients with the physical ability and balance to repeatedly perform tasks and tests in order to meet the learning objectives of the event. We use an online program to assist in scheduling standardized patient events. Invitations, confirmations of assignment, and reminders will be sent to your email account. Standardized patients are directed to indicate which events they are available to work. The Standardized Patient Manager uses this information to staff all of the events. A confirmation email is then sent to each standardized patient selected to work the event for which they have been scheduled. If you are not selected to work the event, you will also be notified you are not scheduled. It is very important that standardized patients respond promptly, regardless of availability status.

Types of Standardized Patient Events

Every standardized patient event is unique and designed to meet the needs of a particular group of students. However, we do classify events in several different general categories which are defined below.

Interview Event - These standardized patient events are used by many programs to provide students with an opportunity to develop and / or practice communication skills and therapeutic techniques. These events may involve the students taking a health history, practicing motivational interviewing, or engaging in a counseling session. Often, if the objective of the event is to provide the students with practice obtaining a health history, the standardized patients are encouraged to share their own health and family histories. Standardized patients are never required to share any private information that they do not wish to share. We frequently start standardized patients new to our program with these types of events.

Physical Assessment Event - During these events students will practice the techniques and skills of physical assessment with or sometimes without taking a medical history. Students may practice a complete physical examination or just one or two elements of a physical assessment called a focused assessment (such as an eye exam). Many of our events involve a patient 'case'. For these events, standardized patients are provided with and expected to memorize information related to the patient they will be portraying. This may include health history information, medication history, surgical history, social history, sexual history, and details about any symptoms. During these events students may practice both history taking and physical examination skills. Any event that includes a physical exam is included in this category. We will always indicate if the event has a case or not. There are also opportunities for standardized patients to work with our ultrasound students in the Radiologic and Imaging Science Program. If you have a medical condition that may affect the physical assessment results, please notify the Standardized Patient Program Manager.

In-person or Remote – Standardized patient events at Grand Valley may be conducted in-person or remotely. In-person standardized patient events require standardized patients to physically report to campus. A mask is optional for face-to-face simulation events. Remote standardized patient events are conducted online, primarily from home. You must have an up-to-date computer, Zoom capabilities, and reliable internet services to participate.

Punctuality

Standardized patients will receive a confirmation email or phone call several days before each assigned event. Please reply promptly to these messages so we do not have to make repeated attempts to confirm your attendance. Please arrive 10-15 minutes before your confirmed start time. Standardized patients always report to room DCIH 360E, unless instructed differently. Standardized patients who do not arrive on time, prepared, and appropriately dressed will be removed from our active database, if there are repeated occurrences.

Dress Code

Standardized patients are expected to wear loose fitting gym shorts under patient gowns for certain events. Female standardized patients must wear a sports bra underneath patient gowns for all physical assessment type events. Patient gowns will be provided when needed. It is expected that standardized patients bring shorts and a sports bra (females), their "Go Gear", with them to each session that they are assigned. Pediatric standardized patients adhere to the same dress code. Infants and toddlers may wear diapers under their gowns. At no time will diapers be removed by students or faculty. If you are instructed to wear "street clothes," please dress in business casual attire.

Confidentiality

Any discussion with, or any information that standardized patients receive from students must be kept confidential, in accordance with FERPA. Discussions you may hear between students, faculty, or staff members must also be kept confidential. All documents, in print or online which are used in your role as a standardized patient are the property of Grand Valley State University and may not be copied or reproduced for any use beyond your work at GVSU. The Standardized Patient Manager is always available if a concern or question arises regarding the confidentiality policy. Cameras and sound equipment are constantly operating. Do not discuss student performance or interactions. All adult standardized patients are required to sign the GVSU Standardized Patient Program Confidentiality agreement.

Parking

Free parking is available during work hours. You must register your vehicle with parking services as directed upon hire. The SP entrance to parking is off Prospect. Please do not enter the parking garage STRAIGHT AHEAD, as that lot belongs to Corewell Health. Please inform the parking attendant that you are a Standardized Patient and authorized to park in the Upper Level Ramp. All parking questions should be referred to Matt Wagenheim.

(616) 331-5568 or wagenhma@gvsu.edu

Meals and Breaks

Coffee and water are provided during work hours. Please bring a water bottle to fill from the water cooler. Standardized patients are encouraged to bring meals and snacks which may be stored in the refrigerator located in the standardized patient suite. A microwave is also available. Food may also be purchased at the small café located on the main floor of the building, if time permits. Standardized patients will be made aware of lunch hours scheduled into the events they are assigned to work.

Hybrid Simulations

Occasionally an event requires students to perform a procedure or conduct an examination that cannot be done on a standardized patient. In these events a “task trainer” may be placed in the room with a standardized patient who will direct the student to perform the required task on the trainer. For example, we have IV arms that students can pretend to draw blood from. We call these events hybrid simulations because they combine both standardized patients and simulators. At times, you may be assigned to a case, as a SP confederate, which is an indirect role, rather than the patient. You will be given specific direction in how to support this role.

Use of Video Equipment

The GVSU Simulation Center is equipped with video recording equipment in all simulation and standardized patient areas. Almost every standardized patient session is recorded on video or streamed to a viewer at a computer station or in a classroom. Standardized patients are advised to use the restrooms and changing rooms available in the SP suite. Please do not discuss case materials in the examination rooms. Interactions may not be recorded by an SP on their personal device.

Training

Certain events require memorization of patient information (a case). Case details will be emailed to the standardized patients about a week before the event is scheduled. Virtual training may also be offered for some events. It is expected that the scheduled standardized patients arrive to work with the details of the case memorized and prepared to portray the case. Time is provided before each session to review the case with the Standardized Patient Manager and faculty to obtain answers to any questions the standardized patients may ask. For more complex cases, a video demonstrating the case may be created and emailed to standardized patients to review. Very rarely do we schedule individual training sessions in preparation for an event.

All training materials must be recycled or shredded upon completion of the event.

Standardized patients are to stay in-character at all times when working with students, unless instructed differently by the Standardized Patient Manager, who will provide instructions on effective techniques for doing so.

Feedback

Frequently, standardized patients will be asked to provide feedback to the students with whom they interacted. Your feedback will focus on communication style (both verbal and non-verbal), professionalism of the student, and whether certain techniques were performed (hand washing). This feedback may be written or verbal. Occasionally, all the standardized patients working an event will meet with all the students at the end of the session to provide group feedback. Standardized patients do not provide feedback on students' performance of examination skills or techniques. The Standardized Patient Manager will provide instruction on constructive feedback techniques. It is our responsibility to provide students with a safe and encouraging learning environment at all times.

Detection of Findings in Standardized Patients

Occasionally students or faculty will, in the performance of an examination, detect findings in standardized patients which appear to be outside of the normal limits. If this occurs, the standardized patient is made aware of the findings and advised to consult with their health care provider. The faculty, staff and students at Grand Valley State University do not diagnose or treat standardized patients.

Injuries /Accidents

Standardized patients are required to immediately inform the Standardized Patient Manager or his/her designee of any injury or accident sustained during the performance of their job duties. An Injury Report form must be filled out within 24 hours of the occurrence and the Standardized Patient Manager will submit the completed form to Human Resources.

Cancellation of Event

We respect the commitment our standardized patients make to our program. In the event a scheduled event is cancelled we will notify the assigned standardized patients as soon as possible. If cancellation occurs with less than 24 hours of notice, all scheduled standardized patients will be paid at 50% of expected rate. Please note that if the university is closed due to inclement weather or other reason, scheduled standardized patient events are cancelled.

Last Minute Call List

We maintain a list of standardized patients who live close to the CHS building and are willing to be called at the last minute or early in the morning in the event of a cancellation or no-show. Please inform the Standardized Patient Manager if you would like to be included on this list.

Call-In Procedure

If a standardized patient is unable to work an event after confirming the assignment please notify both of the following people as soon as possible: Sharon Baker, Standardized Patient Manager, 331-5984 bakersha@gvsu.edu and Alison Crary, Standardized Patient Program Assistant Manager, 331-5582 crarya@gvsu.edu. Email is discouraged if <24 hours before the event.

GVSU Employees and Their Children as Standardized Patients

Employees of Grand Valley State University may not participate in the Standardized Patient Program as standardized patients (SPs). Employees, however, may accompany their minor child, who is working as a pediatric SP, if they receive approval from their supervisor to utilize Paid Time Off (PTO) for their absence from work.

Spouses, partners, or other family members may also accompany a GVSU employees' minor child when completing employment paperwork and/or while they are working as a pediatric SP.



I have received and reviewed the Grand Valley State University Standardized Patient Manual. I understand that as a standardized patient I will be interviewed and examined by Grand Valley State University students, staff and faculty. I agree to adhere to the policies and procedures outlined in this manual and on the university website. I understand that failure to comply with these policies and procedures may result in my termination as a standardized patient.

Signature

Printed Name

Date