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 Health Administration, 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 Simulation Team and Learning Resource Center is to promote interprofessional health care delivery by enhancing professional competencies through a safe, interactive learning environment.

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 www.gvsu.edu/simulation.

If you have any questions please contact one of the following staff members:

Sharon Baker  Katie King
Standardized Patient Coordinator        Standardized Patient Assistant Coordinator
616-331-5984 – bakersha@gvsu.edu        616-331-5582 - kingkat@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 contact Sharon Baker, Standardized Patient Coordinator. You will be provided with an application packet which includes a form authorizing Grand Valley State University to process a criminal background check which is required by all individuals employed in the Standardized Patient Program. These materials may be returned via email, fax or mail for your convenience. 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. Once your application materials have been processed the Standardized Patient Coordinator will contact you to set up an interview. Upon successful completion of these steps your name will be added to our standardized patient database.

Additional Required Paperwork
As temporary employees of Grand Valley State University, 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 by the hour and the hourly wage depends on the type of event worked. The university pays standardized patients for a minimum of three hours each time they work an assigned session. Standardized patients have the option of receiving a check in the mail or enrolling in direct deposit. Payroll checks are issued bi-weekly. Depending on the timing of the event worked relative to the current pay period it may take up to three weeks to receive payment. Any questions regarding pay periods and payment should be directed to Matt Collver, Simulation Assistant.

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 http://www.gvsu.edu/simcenter/ 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 program staff before bringing other children with you.
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 (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, Sign Up Genius, to assist in scheduling standardized patient events. Prior to each semester, every standardized patient in our database will receive an email link to Sign Up Genius. This link will contain a list of available events. Standardized patients are directed to indicate which events they are available to work. The Standardized Patient Coordinator uses this information to staff all of the events. A schedule is then emailed to each standardized patient listing the events for which they have been scheduled. As our program fills between 500-700 spots a semester it is very important that standardized patients respond with their availability promptly. As a general rule most of our standardized patients work 3-5 times each semester. Standardized patients who need assistance learning to utilize our sign-up system are asked to contact Matt (331-5583). Training sessions will be scheduled for those standardized patients who would like to attend.

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 completing a complete physical examination or just one or two elements of a physical 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 the case includes. 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.
Sensitive Examinations - Sensitive examinations include all gynecological exams (pelvic exams), breast exams, male genitourinary exams, and rectal exams. These sensitive exams are never performed on our general standardized patients. We do however; have specially trained standardized patients who independently teach these examination skills to our nurse practitioner and physician assistant students. Our radiology students also practice testicular and breast ultrasound examinations with standardized patients who specifically sign up for those sessions.

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. Remote standardized patient events are conducted online. Whereas, standardized patient work primarily from home.

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 promptly at your confirmed time. Standardized patients always report to room 331 unless directed differently. Standardized patients who do not arrive on time, prepared, and appropriately attired will be removed from our active database.

Confidentiality
Any discussion with, or any information that standardized patients receive from students must be kept confidential. 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 Coordinator is always available if a concern or question arises regarding the confidentiality policy.

Parking
Free parking is available during daytime hours in the Seward Lot at GVSU’s Pew Campus. Standardized Patients then take a bus to the Cook-DeVos Center for Health Sciences (CHS). Different arrangements are made for events taking place after hours and for Standardized Patients with special needs. Detailed parking information is given to Standardized Patients prior to each event. The Standardized Patient Program cannot be responsible for parking ticket expenses when these rules are not followed.

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 can be stored in the refrigerator located in the standardized patient suite. A microwave is also available. Food may also be purchased at The Recovery Room, a 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.

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

**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.

**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 in each area for changing clothes and reminded that all
communications that occur in the Simulation Center may be recorded. Please do not discuss
case materials in the examination rooms.

**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 Coordinator 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.

**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 bras 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) with them to each
session 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.

**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 Coordinator will provide instruction on constructive
feedback techniques. At all times it is our responsibility to provide students with a safe and encouraging learning environment.

**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 Coordinator 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 Coordinator 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 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 all 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 Coordinator 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 one of the following people as soon as possible: Sharon Baker, Standardized Patient Coordinator, 331-5984 or Katie King, Standardized Patient Program Assistant Coordinator, 331-5582.
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

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Date