



# GRAND VALLEY STATE UNIVERSITY® SIMULATION CENTER

## 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 can portray the role of patients with many different conditions and emotional states in both inpatient and outpatient settings. Standardized Patient (SP) activities are designed to support specific learning objectives, including communication skills, physical examination skills, and professional behaviors. Each SP experience is structured to help learners meet defined educational goals and improve patient care outcomes.

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 hiring process for either the Adult or Pediatric Standardized Patient Program, please contact the SP Assistant Manager.

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## Grand Valley State University Policies

### Standards of Conduct for Employees

#### Policy Statement

- 1) As members of an academic community, faculty and staff have a responsibility to abide by ethical principles regarding academic freedom, intellectual integrity, and the fair and respectful treatment of others. The standards contained in this Standards of Conduct for Employees Policy reflect these principles.
- 2) A violation of this policy occurs when an individual negatively impacts colleagues in the workplace environment by failing to uphold these standards. When an individual's behaviors are out of sync with these standards, the University may address and remediate this behavior through alternative resolution practices and/or other appropriate disciplinary measures up to and including termination of employment.
- 3) No part of this policy is intended to supersede other university policies or federal, state, or local laws and regulations. Violations of this policy may be addressed in parallel with violations of other policies or laws as applicable.
- 4) **Standards of Conduct: Guiding Principles.** The following are informed by the University's mission, vision, and values, as well as GVSU employee core competencies. Some of the following language is derived from a similar policy at the University of Connecticut.
  - a) *Knowledge*: Members of the University community value truth, the pursuit of truth, intellectual curiosity, and academic freedom. Our faculty and staff seek to create new knowledge and are committed to sharing ideas, research findings and the products of intellectual and creative pursuits with the broader community.
  - b) *Honesty*: Members of the University community are truthful and sincere in their words and actions and do not intentionally mislead others or provide inaccurate information.
  - c) *Integrity*: Members of the University community treat everyone with dignity and respect and take responsibility for their own mistakes. We are driven to be accountable to ourselves and others as a core competency of all employees. This includes following through on words with actions.
  - d) *Respect*: Members of the University community seek to foster a spirit of civility and collegiality through open and honest communication. The University honors individuality, respects cultural differences, and demonstrates tolerance for the personal beliefs of all individuals. We strive to protect the health, safety, and well-being of all persons. We protect private and confidential information that is related to our faculty, staff, students, and others. We value an environment that is free from incivility, disrespect, harassment, intimidation, bullying, and violence.
  - e) *Professionalism*: Members of the University community expect that the professional standards and requirements that are applicable to academic and other professions comprising our community will be followed. We are responsible and accountable for our actions and are expected to make reasonable efforts to comply with all applicable federal, state, and local

government laws and regulations. As individuals and as an institution, we also strive to follow ethical business practices and to act as good stewards of the resources made available to us.

- 5) This policy requires a good faith commitment to accuracy and integrity in information shared within our community, particularly when it forms the basis of formal inquiries or actions. Maintaining these standards is essential for the integrity of this policy and procedures and ensuring a cohesive and productive academic and work environment.

## **Working as a Standardized Patient at GVSU**

### **Payments and Benefits**

Standardized patients are classified as at-will, 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 are not required to clock in/out, Simulation staff manage the recording of hours worked. Standardized patients must enroll in direct deposit. Pay is directly deposited according to information on file with payroll through GVSU's Human Resources software, Workday. 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. A list of pay periods and pay dates is available at [www.gvsu.edu/hro/payroll/](http://www.gvsu.edu/hro/payroll/). Any additional questions regarding pay periods and payment should be directed to the Program Manager.

GVSU students may be employed as Standardized Patients. Students are encouraged to participate primarily in events for other programs and may not participate in events for courses they have not yet completed within their discipline. If students have multiple on-campus jobs, they are responsible for not exceeding the permitted hours between the multiple positions.

### **Scheduling Standardized Patient Events**

Each semester (fall, winter, and spring/summer), faculty submit requests for standardized patient events—specifying demographics such as age, gender, and physical condition to ensure accurate case portrayal and optimal learning experiences. Many events require standardized patients with stamina and balance to perform repeated tasks and assessments.

SPs are selected for roles based on the following criteria: physical ability, comfort level, demographic needs, and experience with the event to ensure safe and accurate portrayal. Based on the criteria mentioned, SPs will be recruited equitably.

All invitations, assignment confirmations, and reminders will be sent from the shared mailbox [sp@gvsu.edu](mailto:sp@gvsu.edu) to your preferred email address. Please indicate your availability for each event; the Simulation Scheduler will then assign and notify standardized patients of their confirmed schedules. Those not selected will also receive a notification. Prompt responses—whether you're available or not—are essential.

For all day-to-day scheduling questions, please contact the Simulation Scheduler at [sp@gvsu.edu](mailto:sp@gvsu.edu).

### **Cancellation of Event**

We respect the commitment our standardized patients make to our program. If 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 the expected rate. **Please note that if the university goes to remote status (or closes) due to inclement weather, scheduled standardized patient events are cancelled, and no payment is issued.**

### [Last Minute Call List](#)

We maintain a list of standardized patients who live close to the Health Campus 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 team if you would like to be included on this list.

### [Call-In Procedure](#)

If a standardized patient is unable to work an event after receiving confirmation that they are scheduled and it is at least 24 hours before the event, please email [sp@gvsu.edu](mailto:sp@gvsu.edu) or call 616-331-5710. **If there are less than 24 hours before the event or it is the weekend, you must call 616-331-5710.**

### [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 into 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.

**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 tasks 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 directions on how to support this role.

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 less frequent and conducted online. For remote events, SPs are required to still report to the Health Campus even though student encounters will be conducted remotely. This allows for any technological issues to be handled promptly.

Additional Event Types – IPE – Interprofessional Events include students from different disciplines and occasionally learners from other learning institutions. Summative Testing – Some of our graduate programs utilize simulations as structured clinical examinations. It is important for these events that you have comfort using a computer to complete a digital evaluation of the student(s). These events have detailed cases with specific assessment targets, requiring the standardized patient to carefully observe the student and provide fair grading. For these events, SP ratings may be reviewed to ensure consistency and fairness across all learners.

### **Case Development**

All SP cases are developed using a structured process that includes defined learning objectives, a review by subject matter experts for accuracy, bias, fairness, and cultural respect, use of realistic evidence-based scenarios, and possible pilot testing when needed.

### **Psychological Safety and Deroling**

SPs are supported both physically and emotionally. Case details are available at the time of recruitment and provided one week prior to simulation events to allow SPs opportunity to review for subject matter that may be physically, mentally, or emotionally challenging. This provides the opportunity for SPs to remove themselves from event consideration for their safety and well-being. SPs may stop a simulation at any time if they are feeling physically or psychologically unwell and need support. Simulation staff may connect SPs with university counseling services or dismiss them for consultation with their primary care physician. After simulation activities, SPs may seek support from a simulation team member if a deroling process to separate from their character is needed. SPs are encouraged to report emotional distress, and support will be provided as needed.

### **Punctuality**

Standardized patients will receive a reminder one week before each assigned event. Once you have been confirmed for an event, it is your responsibility to report for your scheduled shift. Please arrive 5-10 minutes before your confirmed start time. Standardized patients always report to room DCIH 360E, unless they are instructed differently. Standardized patients who do not arrive on time, prepared, and appropriately dressed may face disciplinary action, up to and including termination, 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 also 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.** If you are instructed to wear “street clothes,” please dress in business casual attire.

To ensure the well-being of all individuals in clinical learning settings, standardized patients are prohibited from wearing scented products when at work in the simulation center. Personal care products such as cologne, perfume, aftershave lotions, scented lotions, fragranced hair products and/or similar products are not to be worn in the facilities. Use of cleaning products other than those purchased by the Sim Center is prohibited for cleaning personal workspaces. This protects the learning environment for all who use the space and may experience headaches/migraines, allergies, asthma and/or other adverse effects from scents.

### **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 required to use the restrooms and changing rooms available in the SP suite when changing into a gown. Please do not discuss case materials in the examination rooms. Interactions may not be recorded by an SP on their personal device. You may be asked to review an assigned video of your own interaction with students to complete a self-evaluation for review with the Program Manager.

### **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 case materials, recordings, and evaluation tools 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 must complete FERPA training and are required to sign the GVSU Standardized Patient Program Confidentiality agreement and FERPA acknowledgement. Any violation of student privacy may result in disciplinary action, up to and including termination.

### **Parking**

Free parking is available during work hours. You must register your vehicle with parking services as directed upon hire. The SP entrance to the parking garage is off Prospect. Please inform the parking attendant that you are a Standardized Patient and authorized to park in the Upper-Level Ramp (marked “Visitors”). Student SPs must park in designated student parking with a student permit. Parking Permits are updated annually, and it is the responsibility of the Standardized Patient to maintain them. If you drive different/multiple vehicles to campus, you are responsible for updating your account to reflect the vehicle you drive to campus to avoid a ticket. If you are reporting for events that are off-hours or at alternate locations, you will receive instructions about where to park.

## ID Badge

ID cards for standardized patients can be obtained by visiting the Allendale Student Assistance Center at 150 STU on the Allendale campus, or the Student Assistance Center in the DeVos Center in downtown Grand Rapids. You must have your G# and photo identification. No appointment is needed. With an ID card, SPs have access to free use of the Laker Line, library, and recreation center.

## 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. Standardized patients will be made aware of longer breaks scheduled into the events they are assigned to work.

## Training

All SPs complete training that includes instructions on simulation logistics and expectations, case review and portrayal practice, feedback training using structured methods, and practice sessions with coaching and feedback. SP readiness is assessed before full participation in all types of simulation events.

*Case Training* - Certain events require memorization of patient information (a case). Case details will be provided to the standardized patients prior to the event. 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 a member of the Simulation Team to obtain answers to any questions the standardized patients may ask. For more complex cases, a video demonstrating the case may be provided 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 always stay in-character when working with students, unless instructed differently by the Simulation Team staff, who provide instructions on effective techniques for doing so. SPs are expected to portray their role in a consistent and standardized way across all learners. This ensures fairness and accuracy in both education and assessment activities.

## Feedback to Students

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. We utilize the “Ask-Tell-Ask” feedback model to allow for student reflection as well as feedback on the patient experience. 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 Simulation Team Member training the event will provide instruction on constructive feedback techniques that are respectful, specific, and based on observed behaviors. It is our responsibility to provide students with a safe and encouraging learning environment.

## SP Evaluation and Development

SP's receive feedback, either formally or in-formally, on their performance through observation by simulation staff either in real time or through review of recorded sessions. In-person evaluations support continuous improvement and quality assurance. SPs are encouraged to grow their skills through outside learning opportunities and occasional simulation spotlight events. As growth is demonstrated, SPs will receive advanced case opportunities as well as continual feedback and coaching. Open dialogue sessions encourage conversation and feedback with Simulation Center leadership on areas for SP and program development.

### **Program Evaluation and Improvement**

The SP Program regularly reviews simulation activities, SP performance, and learner feedback. Data is used to improve cases, training processes, and overall program quality. SP voices and experience feedback are a key part of simulation activity review. Updates are made at least annually.

### **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.

### **Safety on Campus**

The GV Department of Public Safety supports student success by providing a safe and secure environment in which to learn, live, and work.

Wi-Fi Calling: Cell service on the health campus can be challenging. Connect to the Wi-Fi (either GV-Visitor or GV-Faculty-Staff [log in required]). Enabling Wi-Fi calling on your phone will use Wi-Fi to place calls in the event of poor or no cell service. Instructions for connecting are provided at orientation.

GVSU Alert: We encourage you to sign up for the GVSUAlert! Emergency Notification System. Alerts are automatically sent to your email, but you can easily add your primary mobile number to receive text alerts. Faculty and Staff will add their mobile phone in Workday. You may also add other phone numbers by visiting [www.gvsu.edu/gvsualert](http://www.gvsu.edu/gvsualert). You will receive *Timely Warnings* (when there is a continuing or ongoing threat so you can protect yourself from harm), *Emergency Notifications* (notification of a significant emergency or immediate threat – extreme weather causing cancellations, serious illness or active shooters), *Safety Notices* (criminal activity, utility outage or other safety related incidents).

Active Shooter Protocols: available at <https://www.gvsu.edu/dps/active-shooter-response-85.htm> When an active shooter is in your vicinity: RUN – HIDE – FIGHT; when an active shooter is reported elsewhere on

campus: CLOSE – BARRICADE – STAY PUT. Be aware of the door locks and lock down buttons in your area of work.

### **GVSU Employees and Their Children as Standardized Patients**

Full-time 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.