

Standardized Patient (SP) Session Development and Scheduling Procedure

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- I. Purpose: To provide a standardized patient (SP) encounter development and scheduling procedure for the Clinical Simulation Centers (CSC) located at the Roanoke Higher Education Center (RHEC) and the Radford University Cook Hall Campus. To schedule learner learning encounters efficiently and economically.

- II. Procedure for Standardized Patient Sessions:
 1. School of nursing (SON) or healthcare professional faculty will contact the CSC Director to discuss use of the CSC for SP education.
 2. CSC Director will determine if the CSC can offer services based on fiscal resources. CSC Director will alert/remind SON partner directors if their SP time is anticipated to exceed their annual allotment of 100 hours and remind them that they will be invoiced for additional SP time per Memorandum of Agreement (MOA). Financial fees for SP education services offered to non-partnering institutions will be covered in education services quote.
 3. Faculty and CSC representative will develop the case to include but not limited the following components:
 - a. Case objectives
 - b. Case description and flow
 - c. Case feedback document
 - d. SP checklist
 - e. Learner admission ticket (preparation document)
 - f. Learner Pre-simulation checklist, Post-simulation checklist and/or post simulation survey as appropriate to case
 4. Faculty and CSC Director or designee will identify appropriate personnel to perform SP training.
 5. Faculty and CSC Director or designee will determine scheduling availability and CSC site location for SP experience
 6. CSC Administrator in collaboration with faculty requesting sessions will coordinate scheduling of SP sessions in regards to SP availability, learner availability and available rooms.
 - a. CSC Administrator will send up-to-date admission ticket to faculty requesting sessions by checking share drive under folder: SP's – Cases – Case Type (Gero, Mental Health...) – Scenario Type (Depression, Gero 1...) – Admission Ticket.
 - b. In the event that all sessions cannot be scheduled, the CSC administrator will notify the CSC Director.

- c. The CSC Director will take into consideration number of learners, SP availability and space capacity to determine resolution.
 - d. If resolution is not possible, the CSC director will be responsible for notifying the faculty requesting the simulation activity of sessions that cannot be honored.
7. Schedule changes are acceptable prior to the day of the encounter if there are empty time slots available on the CSC calendar.
 8. Scheduling issues the day of the encounter will be managed as follows:
 - a. A learner “no show” (does not report to scheduled appointment and does not notify CSC) will not be permitted to reschedule their appointment at the CSC. The CSC scheduling coordinator will notify the SON faculty via email of the occurrence. If rescheduling is permitted a \$50 fee will be charged to learner. Payment must occur prior to completing rescheduled session.
 - b. Learner attempts to change appointment the day of the encounter:
 - i. If learner is sick, they will be instructed to stay home.
 - ii. CSC scheduling coordinator will notify the faculty via email
 - iii. If learner is sick the CSC coordinator will make every attempt to reschedule.
 - iv. If learner is not sick – SON faculty will determine if the learner should be rescheduled.
 9. Learners reporting late to their appointment will be sent home and their clinical instructor will be notified.
- III. Procedure for use of Standardized Patient in manikin simulation sessions:
1. Simulation educators identify which hospital-based simulations will include an SP role (hybrid simulations or family member to manikin patient).
 2. Simulation director will determine if fiscal resources are available to incorporate SP role into simulation training session.
 3. Simulation educator and/or SP scheduler coordinator (CSC Administrative Specialist) will coordinate SP schedule with high-fidelity session schedule and assign SP to session.

CSC SP Scheduling Coordinator

RU Cook Hall CSC Administrator
(540) 831-7175
jlmuir@radford.edu

RHEC CSC Administrator
(540) 767-6156
rbaugher@radford.edu