

# **Guidelines for the Standardized Patient Program at West Virginia University**



# Guidelines for the Standardized Patient Program

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# Guidelines for the Standardized Patient Program

## **Vision statement:**

Promoting patient safety, improving health.

West Virginia University's Standardized Patient Program is dedicated to establishing competencies in clinical, communication, and professional skills of health care providers.

## **Definitions:**

A Standardized Patient or SP is an individual trained to portray a specific patient case in a consistent manner. During an interaction with a student, the SP presents the case history in response to questioning by the student and/or undergoes physical examinations at the student's direction. Each SP encounter is designed to assess skills appropriate to both the SP's and the student's level of training. Standardized Patients may provide constructive feedback from the patient's point of view.

A Gynecological Teaching Associate or GTA is a woman who uses her body as an instrument for teaching the female breast and pelvic examination. GTAs are trained extensively on a standardized protocol which addresses exam techniques, communication, and patient education. Each GTA encounter includes both didactic instruction and hands-on practice for each participant.

A Male Urological Teaching Associate or MUTA is a man who uses his body as an instrument for teaching the male genital and rectal examination. MUTAs are trained extensively on a standardized protocol which addresses exam techniques, communication, and patient education. Each MUTA encounter includes both didactic instruction and hands-on practice for each participant.

*Your commitment and dedication as an SP/GTA/MUTA are appreciated and we want to ensure that your continued work at the program is fulfilling, enriching and enjoyable. As an SP/GTA/MUTA you need to be aware of the policies and procedures that contribute to the successful implementation of the standardized patient program. Please carefully review the following policies and procedures for the Program.*

# Guidelines for the Standardized Patient Program

## Contact Information for Standardized Patient Program

<http://www.hsc.wvu.edu/steps/Standardized-Patient/Default.aspx>

Lee Ann Miller, Ed.D., CHSE  
Program Coordinator/Standardized Patient Educator  
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304-293-5533  
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Administrative Associate/CPX  
WV STEPS  
304-293-0196  
[thiser@hsc.wvu.edu](mailto:thiser@hsc.wvu.edu)

### **Location:**

West Virginia Simulation Training & Education for Patient Safety (WV STEPS)  
Robert C Byrd Health Science Center South, West Virginia University  
Third Floor, Health Science South  
PO Box 9101  
Morgantown, WV 26506-9101

# Guidelines for the Standardized Patient Program

## Program Expectations

### SP Realism:

*In order to maintain a realistic atmosphere, it is important to stay “in role”*

- Do not speak with students “out of role” before or during the simulation—you should not be seen by any of the students unless you are “in role.”
- At end of encounter complete checklist and feedback form using checklist and feedback guide.
- Please do not walk in the hall or chat at the door between sessions.

### Assessment:

*Accurate assessment is important, especially in high stakes examinations*

- Check over each checklist/form for completeness
- Feedback forms must be given to the staff after the session and at the lunch break during the CPX.

### Teaching Sessions:

*Occasionally an SP will participate in a small group teaching session*

- For small group sessions (i.e., clinical group for MS I) talk with the facilitator before or after the session in the hallway to discuss items on checklist/do not conduct this business in front of the student group.

### Confidentiality:

*Confidentiality is of utmost importance to the SP Program on and off campus. You are required to sign a Confidentiality Form (see Appendix B)*

- **Student Confidentiality** No student performance is to be discussed with anyone by name or identifying specifics other than with SP program staff and Health

## Guidelines for the Standardized Patient Program

Science Center (HSC) faculty. We must maintain total privacy for our students at all times.

- **SP/GTA/MUTA Confidentiality** Any observations of any SP or GTA performance during training or teaching sessions are to be kept in the strictest confidence. I will not discuss SP/GTA performance other than with the SP program staff and HSC faculty.
- **Confidential Materials** The cases/checklists/forms used for in the SP program are the property of West Virginia University School of Medicine. These cases/checklist/forms are to be used by SP and SP program staff for assigned events only. Do not leave your confidential materials (cases/checklists/instructions) or any other material in the exam rooms. Give these to the proctor or SP educator at end of encounter.

### Professionalism:

*WVU expects a high level of professionalism from its employees*

- **Preparation** It is your professional obligation to come to the encounter/exam/session prepared. This includes knowing the details of the case and case checklist, suitable/clean attire, and appropriate hygiene.
- **Availability** You must be available for full time requested.
- **Punctuality** It is recommended that you arrive for your encounter at least 15 minutes prior to the start.
- **Cell phones:** Please be sure to silence your cell phones before a student encounter. We ask that you do NOT answer calls or texts while a student is in the room. You may, however, use phones between sessions as long as neighboring students are not disturbed.

### Attire:

*Oftentimes there are wardrobe requirements for SP events*

## **Guidelines for the Standardized Patient Program**

- **History & Physical** Men should wear only a gown and shorts. Women should wear a gown, shorts, and either a sports bra or tank top. If you get chilly, you can bring a wrap blanket or sweater.
- **Ultrasound** Men should wear only a gown and loose fitting shorts. Women should wear a gown, loose fitting shorts, and either a sports bra or tank top.

### **Quality Assurance**

*Quality of the SP performance is a priority of the Standardized Patient Program. Quality assurance will be maintained using several methods:*

- Direct observation during training
- Direct/scheduled observation during sessions
- Direct/random observations during sessions
- Videotape review (see Appendix A for Consent Form)
- Phase II Self-Videotape review by SP

Feedback will be provided as soon as possible.

- If, at any time, have any questions or concerns with the simulation you may arrange a meeting with the SP educator.

### **Training**

*All training will be provided by the SP Educator and/or SP program staff. You may ask for clarification or assistance at any time.*

All cases/checklists and training materials are developed and created by SP program staff/HSC faculty and are the property of West Virginia University Health Science Center. These cases/checklist and all training materials are to be used exclusively by SP/GTAs in the SP program. Upon resignation, all cases, checklists and any training materials are to be returned to SP program in the Health Science Center.

## **Guidelines for the Standardized Patient Program**

The program recognizes the various learning styles of the SP/GTAs. If an individual SP/GTA develops materials that assist them in learning the cases/checklist and feels it would aid SP/GTAs in training, they must submit the materials to the SP program staff. Please do not distribute any materials without prior review by the SP educator.

### **Basic SP Training procedures:**

- Initial training session to discuss case, checklist, and feedback options
- Home study
- Additional training of physical examination techniques (event/case specific)
- Dry run the case/checklist/reliability (it is expected the SP arrives for the dry run prepared to portray the case with detailed knowledge of case/checklist/feedback)

### **Basic GTA/MUTA Training procedures:**

- Observe a GTA/MUTA session
- Physical Examination conducted by a physician or Nurse Practitioner
- GTA/MUTA curricula
- Home study
- Hands-on examination practice
- Mandatory update training/observation as required for participation

### **Feedback Guidelines:**

- SPs are often asked to provide students with feedback regarding who he or she felt as a patient. This pertains primarily to communication and professionalism.
- SPs should NOT share checklist related information unless it is a formative exercise.
- While we all feel that student appearance is important, SPs should withhold any verbal feedback about clothing, hair, or other outward appearance until AFTER the encounter and report these issues to STEPS Staff who will then share with the respective faculty member who will discuss the feedback with the student.



# **Guidelines for the Standardized Patient Program**

## **Payment**

Payment is processed every two weeks. Checks are distributed by WVUHealthcare and mailed via USPS directly to the address provided on your W9. Please allow up to 30 days after an encounter to receive payment.

Standardized Patients are paid a flat rate of:

\$15.00 an hour for training (payable at the time of first scheduled encounter)

\$20.00 an hour for the encounter

Gynecological Teaching Associates (GTAs) and Male Urogenital Teaching Associates (MUTAs) are paid:

\$100.00 flat rate upon successful completion of training

\$150.00 per session (90 minute maximum; 4 students)

\$25 per additional student

## **Recruitment**

Most SP/GTAs are recruited by word of mouth. Successful SP/GTAs must:

- Be comfortable with their health and dealing with health professionals.
- Be willing to be videotaped for educational purposes.
- Not have any biases against anyone based on their gender, race, religion, national origin, physical characteristics, etc.
- Be reliable and punctual to scheduled events.
- Keep all case information confidential.
- Repeatedly portray a patient case with accuracy as trained by WVU faculty or staff.
- Remember what the student who examined you did and then record it on a checklist.
- Have strong written and verbal communication skills.
- Want to contribute to the training process of excellent physicians.

# **Guidelines for the Standardized Patient Program**

## **Selection of SP/GTAs**

There are several selection criteria for most SP encounters. They are but not limited to:

- Case specifications: age, gender, ethnicity, physical characteristics, etc.
- Case requirements: affect to be portrayed, case difficulty, knowledge base needed to portray case, and life experiences.
- Level of experience in portraying case
- Level of experience and quality of feedback (verbal and written)
- Participation in required training events

## **Scheduling**

Prior to each encounter you will receive a list of dates for which you could potentially be scheduled. You will be asked to indicate which dates/times you are available and subsequently contacted with a finalized schedule.

## **Cancellation Procedures & Policies**

In the event of circumstances that prevent you coming to a scheduled session, please notify program staff as soon as possible. Last-minute cancellations cause stress for the program staff, student, and the SP who is called at the last minute to cover your event. A pattern of last minute cancellations may impact your selection for events.

In the event of inclement weather, all WVU SP encounters will take place as scheduled UNLESS the University is closed.

# **Guidelines for the Standardized Patient Program**

## **West Virginia University Policies**

### **WVU Drug-Free Campus Policy**

[http://employeerelations.hr.wvu.edu/drug\\_free\\_schools\\_and\\_communities\\_act\\_booklet](http://employeerelations.hr.wvu.edu/drug_free_schools_and_communities_act_booklet)

### **WVU Harassment Policy**

[http://socialjustice.wvu.edu/policies/harassment\\_policy](http://socialjustice.wvu.edu/policies/harassment_policy)

### **WVU Grievance Policy**

[http://employeerelations.hr.wvu.edu/grievance\\_information](http://employeerelations.hr.wvu.edu/grievance_information)

### **WVU Policy on Inclement Weather and Emergency Closings**

[http://employeerelations.hr.wvu.edu/procedures/inclement\\_weather\\_and\\_emergency\\_closures](http://employeerelations.hr.wvu.edu/procedures/inclement_weather_and_emergency_closures)

# Guidelines for the Standardized Patient Program

## Appendix A

### Standard Patient Consent Form

1. As a Standardized Patient, I am aware that I am expected to work in a professional manner which will require flexibility and commitment to meet the program needs.
2. Given that this exam is a very important component in measuring the student's accumulated clinical skills along with the significant time involved in creating the exam and sensitivity of the material, I am aware that I am not to discuss the contents of the exam, format, structure or anything involved outside this experience. I understand that all written materials in my possession must be kept strictly confidential.
3. I consent to be audio/videotaped and/or photographed and understand that these may be used for the reasons including but not limited to documentation of training, evaluation of performance, fund raising activities, advertising and promotions, and educating the professionals and public about simulation in health care.
4. I agree to act as a Standardized patient in a role for which I am specifically trained. In this capacity, I understand that I will be interviewed and examined by students or health professionals in the same manner that would occur if I were an actual patient/client.
5. **COMPENSATION FOR ILLNESS OR INJURY:**  
I understand that if I suffer a physical injury or illness as a result of participating in the Standardized Patient Program I will not receive a financial payment. WVU School of Medicine provides no compensation plan or medical care plan to compensate me for such injuries. If I believe I have suffered injury as a result of my participation in any educational program as a trained SP, MUTA, GTA, I may contact Lee Ann Miller, Standardized Patient Educator/ SP Program Coordinator.
6. **VOLUNTARY CONSENT:**  
I certify that I have read all of this consent form or it has been read to me. If I have any questions pertaining to the program or my rights I may contact Lee Ann Miller at 304-293-5533. A copy of this consent form will be given to me. My signature below means that I freely agree to participate in this program.
7. **EMPLOYER'S STATEMENT:**  
I certify that I have explained to the above individual the nature and purpose of the program potential benefits, and possible risks associated with participation as an SP. I have answered any questions that have been raised and have witnessed the above signature. I have explained the above to the Standardized Patient on the date stated on this consent form.

PRINT NAME: \_\_\_\_\_  
SIGNATURE OF SP: \_\_\_\_\_ Date: \_\_\_\_\_

# Guidelines for the Standardized Patient Program

## Appendix B

### CONFIDENTIALITY FORM FOR SP/GTA PROGRAM

Confidentiality is of upmost importance to the Standardized Patient Program on and off campus.

- **Student Confidentiality:** I will not discuss student performance using the student's name or identifying specifics other than with the SP program staff and Health Science Center (HSC) faculty. I will maintain total privacy for the students at all times.
- **SP/GTA Confidentiality:** Any observations of any SP or GTA performance during training or teaching sessions are to be kept in the strictest confidence. I will not discuss SP/GTA performance other than with SP program staff and HSC faculty.
- **Confidential Materials:** I understand that the cases/checklists/forms used in the SP program are the property of West Virginia University Health Science Center. These cases/checklists/forms are to be used by SP/GTAs and SP program staff for assigned events only.

**Name:** (please print) \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_