



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 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 Program, please contact Sharon Baker. Contact Alison Crary to inquire about the Pediatric Standardized Patient Program.

Sharon Baker	Alison Crary	Katie Melone	Meghan Glynn
SP Manager	SP Assistant Manager	Simulation Scheduler	Simulation Ed Specialist
616-331-5984	616-331-5582	616-331-5567	616-331-5639
bakersha@gvsu.edu	crarya@gvsu.edu	meloneka@gvsu.edu	glynmegh@gvsu.edu

Shared Mailbox: sp@gvsu.edu

Working as a Standardized Patient at Grand Valley State University

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 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 gvsu.edu/hro/payroll/. Any additional questions regarding pay periods and payment should be directed to the Program Manager.

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. New for Fall of 2024: We use an app to assist in scheduling standardized patient events. Invitations and confirmations of assignment are communicated primarily through the Elevate Healthcare SPA Administration app. Standardized patients are directed to indicate which events they are available to work and trained to use the app at orientation. The Standardized Patient Team uses this information to staff all of the events. 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. Reminders with case notes will be sent to your email account.

You may receive other correspondence from a shared mailbox (sp@gvsu.edu) regarding scheduling matters. The Standardized Patient Program Manager, Assistant Manager and Scheduler work together in a team approach to cover staffing needs of the program. Most of the day-to-day correspondence related to the schedule should be directed to the team scheduler at the shared email address: sp@gvsu.edu.

Scheduled "Extra"

For certain events, we may schedule more SPs than are needed. If you see "extra" or "monitor" with your name when reminders are sent, you are still expected to report for SP training at the beginning of the event. You will receive additional information from the team member training the event. If designated in advance, and there are multiple cases, it may be requested for you to review both cases to facilitate monitoring and answering questions, as well as being available to step in if there is a last-minute cancellation. If you are a hall monitor, you will be given a way to be in contact with Sim Center Staff to coordinate any needed assistance.

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, and no payment is issued.

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, 616-331-5984 bakersha@gvsu.edu and Alison Crary, Standardized Patient Program Assistant Manager, 616-331-5582 crarya@gvsu.edu. **If there are less than 48 hours before the event, please text/call until you are able to make contact with one of these individuals.** Additionally, update your availability on the SPA App (indicate “I Can’t Go”).

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.

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.

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 less frequent and conducted online. If the event allows for participation from home, you must have an up-to-date computer, Zoom capabilities, and reliable internet services to participate. You may need to report to campus for these events, in which case you may use a GVSU device or bring your own.

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.

Punctuality

Standardized patients will receive a reminder several days before each assigned event. Once you have been confirmed for an event, it is your responsibility to report for your scheduled shift. 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 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 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.

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 are 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 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. 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 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. Parking Permits are updated annually and the responsibility of the Standardized Patient to maintain. If you drive different/multiple vehicles to campus, you are responsible to update

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 faculty and staff members 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.

[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.

[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 stay in-character at all times when working with students, unless instructed differently by the Simulation Team staff, 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 Simulation Team Member training the event 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.

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.

Wifi 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 regular and emergency 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. 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.

GVSU Students as Standardized Patients

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. Student SPs are not eligible for the Faculty/Staff parking permit and must park in designated student parking with a student permit. If students have multiple on-campus jobs, they are responsible for not exceeding the permitted hours between the multiple positions.