



CMH LAHORE MEDICAL COLLEGE **& INSTITUTE OF DENTISTRY**

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STANDARDIZED PATIENT PROGRAM

Standardized Patient Guidebook:

CMH Lahore Medical College & Institute of Dentistry (CMHLMC & IOD), Standardized Patient Program is committed to establishing competencies in clinical, communication and professional skills for health professionals and students.

The Standardized Patient Program offers educational sessions using Standardized Patients (SPs). Your commitment and dedication as an SP are appreciated and we want to ensure that your continued work at the CMHLMC & IOD is rewarding, and pleasant. As an SP you should know the guidelines and procedures that promote the successful implementation of the Standardized Patient Program at CMHLMC & IOD.

Contact information

Prof. Dr Junaid Sarfaraz Khan

Director ORIC

CMH Lahore Medical College & Institute of Dentistry

SP GUIDELINES and EXPECTATIONS

Employee Status and Payment

As an SP at the CMHLMC & IOD, you are employed on a part-time/hourly basis. This status does not allow for benefits.

You are required to report your work hours after every completed event. You will be paid on a bi-weekly schedule upon submission of your work hour report.

Confidentiality

Confidentiality is of greatest importance to the CMHLMC & IOD.

- a) Student/Client Confidentiality: No student or client performances are to be discussed with anyone by name or identifying specifics other than with the SP trainer. We must maintain total privacy for the students at all times.
- b) SP Confidentiality: Any observations of other SP's performance during training or quality assurance/reliability sessions are to be kept in strict confidence. Discussion of SP performance is to be limited to the trainer.
- c) Confidential Materials: All training materials are property of the CMHLMC & IOD. They are to be used exclusively by SPs employed by the CMHLMC & IOD for assigned events. Unauthorized use or sharing of these manuals with other parties will result in employment termination.

Quality Assurance

Maintain high quality simulation at all times. Quality of the SP performance is a priority at the CMHLMC & IOD.

Quality assurance will be maintained using several methods:

- Direct observation during training
- Direct/scheduled observation during sessions
- Direct/random observations during sessions
- Videotape review
- Self-Videotape review by SP

Feedback will be provided ASAP. Feedback may be verbal, written, or both.

If, at any time, you feel you are in need of performance review, or if you have questions or concerns about the simulation, please notify CMHLMC & IOD Director of ORIC.

Preparation & Punctuality

- It is your professional obligation to come to the session prepared. This includes knowing the details of the case, checklists, and format. If you have any questions, please contact the appropriate trainer.
- Punctuality is of importance for the reputation of the CMHLMC & IOD. You must be available for the full time requested.
- Punctuality is of key importance during performance reviews.
- If there is a pattern of delay, you will be asked to discuss it with the Director of ORIC.
- A pattern of tardiness may impact your selection for events, and your employment status over time.

TRAINING

- All training will be provided by the Faculty/Trainers at the *CMHLMC & IOD*. Please, ask them for assistance at any time. Training **MUST** be done by a designated trainer.

Basic SP Training procedures:

- Homework study of provided materials
- Training for physical examination and checklist
- Dry run of the scenario
- If an SP does not attend the training session, he/she will not be allowed to participate in the event. If there are mitigating circumstances that require re-scheduling of the training with the trainer, please contact the Director of ORIC or the appropriate Trainer.

- All cases, checklists and training materials are developed by the *CMHLMC & IOD* staff/faculty and are property/copyright of the *CMHLMC & IOD*. These cases, manuals, checklists and all written materials are to be used exclusively by SPs employed by the *CMHLMC & IOD*. Upon resignation, all written and electronic (i.e. CD, DVD, paper) materials are to be returned to the *CMHLMC & IOD*.
- The *CMHLMC & IOD* recognizes the different learning styles of the SPs. If an individual SP develops materials that assist in the learning of the case/checklist etc., and feels it would assist others in the training, the SP must submit the materials to the trainers. Please do not distribute materials without prior review by the *CMHLMC & IOD* trainers.
- Feedback & Basic Skills training and review are compulsory. **Workshops** are held on an annual basis for all SPs. If you cannot attend a workshop, you may not be eligible to work at the *CMHLMC & IOD*.
- Orientation to specific event requirements will be provided prior to the event. This may be a few days prior to the event or on the day of the event.
- A debriefing of the event may be requested. Please plan to stay after the event for such debriefing. Your observations and comments are always welcome, verbally or in writing after the event.

Performance Criteria

- SPs are trained to portray a patient case, to assess/document student performance, to provide individualized feedback on interpersonal skills and professionalism, as well as patient satisfaction. For each event, the SP will receive specific training for completion of a checklist, including physical examination (e.g., done or not done; correct or incorrect technique).
- Feedback given by SPs to students follows a scripted framework; SPs are expected to closely follow the format for giving feedback.
- As an SP gains experience, knowledge and expertise he/she will be assessed using the following criteria: Ease of training & time for training for a high quality performance quality of feedback given to trainees/students feedback from faculty, students and staff about SP's performance general attendance, any pattern of delay preparation with case details, knowledge of checklist and feedback
Working with staff, students & peers

Flexibility:

- Ability to adapt to quick changes.
- Ability to receive feedback & integrate feedback to improve performance
- Consistently performing with high quality, understanding details necessary to portray cases & correctly documenting student performance (i.e., checklist accuracy & reliability)
- Contributing positively to the attitude and morale of peers
- Professionalism: Representing the CMH LMC & IOD professionally at all times and being conscious of impact to internal or external clients.

Teaching Sessions

- For small group sessions or demos, talk with the facilitator **prior** to the session to discuss the items on your “checklist,” or discuss the task that will be performed. Do not conduct this business in front of the student group.
- A “*time out*” is a valuable learning process for the students. When you are in a “*time-out*” period it is important for you to continue the simulation (i.e., facial expressions, body language, etc.) after the time-out period expires. However, do NOT interact with the student or group until “*time in*” is called.

When In Role

- Do not speak with the learners “out of role” **before, during or after the simulation**. You should not be seen by any of the students unless you are “in role.”
- Remember, the cameras are recording – even when the students leave the room. Do not make gestures (rolling eyes, thumbs down, etc) or make comments about the students at any time. The tapes may be sent to faculty or observed by the student at a later date. At the end of the encounter, simply complete checklists or feedback without any editorializing.
- Realism- It is very rare that real patients wander the halls in gowns and sheets! Our priority is realism at the CMHLMC & IOD. Do not walk in the hall or chat at the door between sessions in a gown and sheet. If you need assistance, wait at the exam room door and ask for help.

Assessments

- Student Assessment: for all assessments, before leaving for the day, please make sure any questions you might have about an assessment that was completed for a student is answered.
- SP Assessment – Students, faculty and staff may be asked to review SP's performance. Assessment forms will be used to give feedback to SPs about performance and improvement.
- Program Assessment – Students and SPs are asked to assess the Standardized Patient program using pre-designed forms.

Monitoring Room Conduct

- When in the Monitoring Room, **maintain silence** so that others can listen and concentrate.
- Beverages are not allowed in the monitoring rooms unless in covered containers such as travel mugs with lids (we just can't risk spills).
- **Privacy** is critical at the CMH LMC & IOD. You may be observing (or being observed by) another SP for training purposes.

Exam Rooms & Housekeeping

- Should you have a problem or a question during an assessment or teaching session, **please wait at the exam room door for assistance.**
- Do not leave your confidential materials (case/checklists/instructions) or any other material in the room unattended.

Linen

- Please use provided gowns and drapes appropriately and responsibly.
- **Rooms** are cleaned daily by the housekeeping staff but each SP is responsible for changing the table paper, and putting all trash in the bins, straightening the room and turning off the lights and wall mounted equipment at the end of their session. Rooms are assigned according to the logistics of the sessions being run and the parameters of the cases. If you have problems with the equipment, notify the *CMHLMC* & *IOD* staff. At the end of the session, the SP will be required to check the equipment in the room with a checklist.
- Any personal belongings found in an exam rooms may be thrown away.

Selection of SPS

- The SPs are selected for events using a combination of the following criteria:

Selection Criteria

- Case requirements (age, gender, ethnicity, physical characteristics, affect to be portrayed, case difficulty, knowledge base needed to portray case, life experience, etc.)
- Level of experience in portraying same or similar case
- Level of experience in teaching or assessment sessions
- Level of experience and quality of feedback (verbal and/or written)
- Performance history and ability to integrate feedback

- Level of experience for level of learner
- Client preference
- Development/maintenance of skills

Scheduling

CMHLMC & IOD method of communication is email or phone call. Confirmation emails or phone calls will be sent once schedule is set. The event notification will consist of:

- Date
- Time (working hours and departure time if external client)
- Location
- Topic
- Client/Participant level

When possible, a standby/backup SP is scheduled for each event.

When possible, a reminder email and/or phone call is made for each event.

We know that emergencies and illnesses may occur. If you must cancel attendance at a session, LET US KNOW IMMEDIATELY. This allows us to find a replacement .

If you are available on an “emergency basis,” please notify the Director of ORIC. You will be added to our “emergency pool” and may be called as needed.

CLIENTS ARE NOT ALLOWED TO SCHEDULE OUR SPS

If you should receive a call from a client (internal or external) please contact us immediately. While you are employed by the *CMHLMC & IOD*, **all scheduling is done by the College.**

PARKING:

Free parking will be available for all SPs while at the *CMHLMC & IOD*.

GENERAL:

Dating or 'hanging out' with Medical Students: It is our policy that SPs **do not** personally interact with the medical students or other trainees in the *CMHLMC & IOD*, since you are in a position of evaluating them. We are not providing a professional service to the student if he/she has to expend energy to discriminate between you as a patient and you as a friend while at the *CMHLMC & IOD*.

Conflicts: If you are experiencing any difficulties with students, faculty, staff or clients, please address these concerns in a timely manner and in detail to the Director of ORIC.

Telephone Numbers: It is the policy of the *Standardized Patient Program* not to give out personal phone numbers – even to other SPs. If you want to share your telephone numbers with your SP colleagues, please remember that this would be your personal decision.

Food: We do not provide food or beverages for events. If you are participating in an all-day event, please consider bringing a packaged lunch and a bottled/canned drink.

Library and CME Lectures: As a *CMHLMC & IOD* employee, you have access to *CMHLMC & IOD* library and you are welcome to attend CME and other lectures. All paper and/electronic materials are the property/copyright of *CMHLMC & IOD*.

These materials are to be used exclusively by SPs of *CMHLMC & IOD*. Upon resignation or termination, all written/electronic materials are to be returned to the *CMHLMC & IOD*, along with the Gown and the parking tag that was issued to you.

If a "leave of absence" is requested, please contact the *CMHLMC & IOD* as soon as you know this status is needed. Date of departure and date of return is required.

MISCELLANEOUS:

- **CMHLMC & IOD's staff are optional.** No SP will be required to participate in a recreational activity, or be penalized by choosing not to participate. Problems, complaints and comments are to be brought to the attention of the **CMHLMC & IOD** If you have a concern with the **CMHLMC & IOD** on-site staff member or a student, please speak directly with director of ORIC, immediately after the incident.
- **CMHLMC & IOD ALCOHOL AND DRUG POLICY**
- **CMHLMC & IOD**

Policy states:

- **CMHLMC & IOD** intends to maintain a substance free workplace. Individuals impaired by the use of alcohol and drugs are potentially harmful to themselves, the University's mission, the treatment of patients, their job performance and the well-being of co-workers, students, and visitors. **CMHLMC & IOD** adheres to the provisions of the Drug-Free Workplace. Individuals are expected and required to report for work, and to perform assigned duties, in a condition free from the effects of alcohol and drugs. This policy shall apply to the following individuals: faculty; staff; volunteers; residents; fellows; post-doctoral fellows; and clinical associates (**CMHLMC & IOD**)

Policy extends to:

- Drinking alcohol prior to or during sessions is not permitted.
- Drinking alcohol during activities sponsored by the client is not permitted.
- Drinking alcohol at the conference or workshop site where participants or clients may observe consumption of alcohol is not permitted.
- SPs under the age of 21 will not be permitted or assisted in purchasing alcoholic beverages.

THE CMH LMC & IOD HARASSMENT & GRIEVANCE POLICIES & PROCEDURES

It is the policy of CMH LMC & IOD to provide an environment in which faculty, staff and students may pursue their careers and studies with a maximum productivity and enjoyment. Behavior or conduct which interferes with this goal will not be tolerated.


If there are any questions about these SP guidelines, please contact the

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