

Operating Policy and Procedure

SIMCentral Administrative Handbook

08/2017

Mission

The mission of SiMCentral is to provide multi-disciplinary education opportunities to improve patient safety and clinical outcomes by integrating clinical simulation and evidence based training methodologies.

Vision

SiMCentral is a collaborative initiative of Texas Tech University Health Sciences Center, West Texas A&M University, and Amarillo College. The Center uses high fidelity human patient simulators to provide multidisciplinary training opportunities to medical, nursing and allied health students/residents, as well as continuing education opportunities to the Texas Panhandle region. Simulation training will provide opportunities to develop and enhance clinical and diagnostic skills through frequent participation in controlled clinical scenarios.

Goals

The goals of SiMCentral are to: Enhance and promote patient safety and quality health care by advocating use of simulation in clinical education of health care professionals. Facilitate multi-disciplinary educational opportunities through innovative educational tools. Build confidence and enhance individual and team performance through clinical simulation and evidence-based training. Maintain continuing competence of health care providers by using clinical simulation for continuing education opportunities.

Review

The SiMCentral Operating Policies and Procedures (OP) have been reviewed and accepted by the Directing Board of SiMCentral, which has representatives that vote on behalf of collaborative stakeholders. The SiMCentral OP will be reviewed September 1 of each year by the Director of the Center. Requests for revisions can be formally made through representatives of SiMCentral's Advisory Committee or Steering Committee for the review and sought approval by the Directing Board on September 1.

OP - 1.1 - Utilization of Resources in SiMCentral

Purpose:

SiMCentral is task with being good stewards of resources available to support the mission. SiMCentral will allocate resources and support that serve to promote and advance effective learning through evidence-based methodologies.

Policy:

All users (internal & external) are required to attend orientation and training provided by SiMCentral staff prior to the utilization of any resources. Training will be supported by evidence-based methods, be tailored to the needs of the end-user and the resources required.

Procedures:

1. SiMCentral staff will provide simulation in-services throughout the year. The dates and times for in-services will be posted on SiMCentral's website, along with a registration form.
2. If a user is unable to attend a scheduled in-service, a meeting may be arranged in lieu of the in-service to provide orientation. Requests for these meetings can be made on SiMCentral's website, with a minimum of 2 weeks prior to the use of SiMCentral resources.

OP - 1.2 - Qualifications for Resource Use

Purpose:

Appropriate Faculty qualifications for utilization of simulators.

Policy:

Faculty must be properly trained how to use the simulators specific to their area of practice by SiMCentral staff. If the faculty has not been trained by SiMCentral staff they will not be allowed to use the equipment/simulator until being trained properly.

Procedures:

1. Faculty/Staff/End-Users who utilize any type of simulator or simulation must attend an in-service related to the proper usage of different types of simulators.
2. Other one-on-one workshops/orientations will be held at the discretion of circumstances and available opportunities.

Operating Policy 2 - Food and Drink

OP - 2.1 - Prohibited Food or Drink in Simulation Areas

Purpose:

As a means of protecting and preserving all equipment and infrastructure, food and drink are prohibited in simulation areas of the SiMCentral facility.

Policy:

All food and drink are prohibited in the SiMCentral facility except for Administrative Area, Standardized Patient Lounge, Conference Room, Front Hall and Auditorium (Rooms 102 A & B). Individuals with identified medical conditions that require exceptions should discuss this with their Faculty so that accommodations can be arranged. In such event, SiMCentral staff must be made aware of the needed exception.

Procedures:

1. Any food or drink discovered in simulation areas will be disposed of properly by SiMCentral staff.
2. Entry of food or drink in simulation areas will be restricted.

OP - 2.2 - Use of Writing Instruments in Simulation Rooms

Purpose:

As a means of protecting and preserving all simulation equipment, ink pens and markers are prohibited in simulation rooms and resource area of the SiMCentral facility.

Policy:

All ink pens and markers are prohibited in Simulation Rooms and Resource Center; Specifically rooms 103, 106, 107, 108, 116, 117, 118, 123 and 124 of the SiMCentral facility.

Procedures:

1. Any ink pens or markers discovered in simulation areas will be disposed of properly by SiMCentral staff.
2. Pencils and Dry/wet erase markers are provided in these areas as alternative writing instruments.

OP - 2.3 - Use of Printed Material in Simulation Rooms

Purpose:

As a means of protecting and preserving all simulation equipment, uncovered printed materials are prohibited in simulation rooms and resource center of the SiMCentral facility.

Policy:

All uncovered printed materials must be in a binder or sheet protector to be allowed in Simulation Rooms and Resource Area; Specifically rooms 103, 106, 107, 108, 116, 117, 118, 123 and 124 of the SiMCentral facility.

Procedures:

1. Any uncovered printed materials discovered in simulation areas will be disposed of properly by SiMCentral staff.
2. All printed materials to be used in the above mentioned areas will need to be laminated or in a protective sleeve to prevent staining of simulators or task trainers.

Operating Policy 3 - Room Reservation and Utilization

OP - 3.1 - Use of Standardized Patient Lounge

Purpose:

Defines the appropriate usage of the standardized patient lounge area of the SiMCentral facility.

Policy:

The Standardized Patient Lounge will function as the waiting area for standardized patients involved in simulated experiences. Approval regarding the usage of the area for any other purpose must be obtained by the Director or Assistant Director of SiMCentral.

Procedures:

1. The exterior entry to the Standardized Patient Lounge is not to be utilized by faculty or students.
2. All users are required to leave the Standardized Patient Lounge area clean.

Operating Policy 4 - Scenario Development

OP - 4.1 - Scenario Requirements

Purpose:

This policy ensures all simulated activities held at SiMCentral are developed and supported by evidence-based research.

Policy:

Simulated experiences offered in SiMCentral will be developed or supported by evidence-based research in an effort to fulfill or advance the mission of SiMCentral. A database will be compiled into a collection including other peer-reviewed scenarios to be available to all Faculty and Partners. All users will need to be trained on resources and requirements used to develop evidence-based scenarios.

Procedures:

1. All scenarios must be written with the understanding that they will become available to all users, with the exception of materials utilized for summative evaluation. Summative scenarios will be handled with discretion.
2. In-services will be provided to Faculty and partners for the development of scenarios. Dates for training seminars will be posted SiMCentral's website or will be scheduled individually.
3. It is highly recommended that scenarios be reviewed by a panel of peers and piloted prior to use for teaching/evaluated purposes.

Operating Policy 5 - Simulation Activities

OP - 5.1 - Set-up and Take-down for Simulation Activities

Purpose:

This policy is to ensure proper set-up and take-down of all simulated experiences.

Policy:

Simulated experiences to include tear-down and set-up supported by SiMCentral will be the responsibility of SiMCentral staff. Set-ups will be completed utilizing the information provided through requests and forms submitted through the SiMCentral website. Take-downs will be conducted in a manner that will maximize the life expectancy of all equipment, manikins, and simulators.

Procedures:

1. Set-up
 - a. Up to a week prior to the simulated experience, SiMCentral staff will review each request and appoint appropriate staff to assist in acquiring manikins, equipment, simulators, and supplies needed for each experience.
 - b. Course faculty responsible for the simulated experience are expected to critique the set-up(s) at least 30 minutes before the scheduled experience.
2. Take-down
 - a. The tear-downs will be initiated at least 15 minutes after the simulated experience ends.
 - b. All manikins must be cleaned and inspected (maintenance to be initiated if needed) prior to being stored.
 - c. All tape, wounds, IVs, and moulage must be removed within 24 hours.
 - d. The manikins and equipment must be stored in the proper case.

OP - 5.2 - Certification Courses

Purpose:

This policy is to ensure all certification courses held at SiMCentral adhere to the national standard associated with the course.

Policy:

All certification courses provided through SiMCentral will adhere to the standards set forth by the accrediting agency.

Procedures:

1. A copy of administrative manuals for each certificate course must be made available to SiMCentral.
2. Must have the appropriate equipment and supplies to conduct the specific course available at SiMCentral.
3. The pedagogy of simulation should be evident in all certification courses conducted at SiMCentral and explained to participants of the course.
4. All certification courses will be charged appropriate utilization fees.

OP - 5.3 - Remediation or Tutorial Activities

Purpose:

This policy is to identify remediation/tutorial protocols involving simulation.

Policy:

Simulated learning experiences for remediation/tutorial purposes must be referred by Faculty to SiMCentral and formally requested.

Procedures:

1. All simulation remediation/tutorial activities must be completed within SiMCentral or MobileSim.
2. Educators are responsible for designing and evaluating the remediation/tutorial activity.
3. SiMCentral staff will be responsible for set-up of these activities.
4. Students must be accompanied by a faculty member during these activities.

OP - 5.4 - Off-site Use of Equipment

Purpose:

This policy is to ensure proper utilization of equipment off-site.

Policy:

All equipment and/or simulators utilized outside of SiMCentral with a combined cost of \$5,000 or greater when will be accompanied by a member of SiMCentral staff.

Procedures:

1. SimCentral staff accompanying equipment will provide an in-service to the specific equipment and/or simulators.
2. SimCentral staff will provide set-ups, tear-down, and manikin cleaning for the simulated experience.
3. Fees related to the use of specific equipment and/or simulators will be set by SimCentral.
4. Individuals who will be running the simulated experiences will be required to attend an orientation related to the specific equipment with appropriate documentation.

OP - 6.0 - Use of MobileSim

Purpose:

This policy is to ensure proper utilization of MobileSim.

Policy:

All uses of MobileSim must be accompanied by a member of SiMCentral staff.

Procedures:

1. SiMCentral staff accompanying MobileSim will provide an in-service to the specific equipment and/or simulators.
2. SiMCentral staff will provide set-ups, tear-down, and manikin cleaning for the simulated experience.
3. For Clinical use, SiMCentral staff will provide set-up, healthcare providers will be responsible for tear-down, cleaning and biohazard removal for the event.
4. Fees related to the use of MobileSim will be set by SiMCentral.
5. Individuals who will be utilizing MobileSim will be required to complete orientation training related to the specific equipment.

OP - 7.0 - Hours of Operation and Building Access

Purpose:

This policy is to provide users with regular business hours and selected areas for 24-hour access for designated learners. Allowing adequate time for scheduling of activities ensures students have an optimized learning experience with access to trained personnel, supplies, space, and equipment.

Policy:

In order to properly secure and maintain the equipment and facility, access to the SiMCentral must be closely coordinated. SiMCentral can be accessed during regular operating hours from 8:00 a.m.-5:00 p.m. Monday-Friday. SiMCentral will be closed on all official university holidays at Texas Tech and announced weather closures for the TTUHSC Amarillo Campus. Selected areas are available 24 hours a day, seven days a week with appropriate key card access for designated learners.

Procedures:

1. Scheduling of specific courses and/or utilization of SiMCentral after hours must be coordinated at least four weeks prior to the requested activity utilizing the online form.
2. A designated staff member or approved individual from SiMCentral must be present during any activities scheduled outside of regular business hours. Some situations may require financial obligations negotiated with the director of SiMCentral.
3. To request keycard access for selected 24-hour areas are available to isolated individuals and must be obtained through the Director of SiMCentral.
4. All users of SiMCentral are required to leave the area in the condition that it was found prior to their departure. Conditions that do not reflect pre-activity standards requiring excessive maintenance by SiMCentral staff will result in financial obligations.

OP - 8.0 - Check-in

Purpose:

This policy allows for accurate documentation of utilization necessary for fiscal and resource planning.

Policy:

All users to include faculty, residents, students, visitors, partners and vendors must check-in upon entering SiMCentral. Check-in ensures learners are accounted for attendance purposes, alerts the staff to begin the respective activity, and tracks the utilization of the Center.

Procedures:

1. Upon arriving for any activity within SiMCentral, all students and residents must check-in with the receptionist or Kiosk.
2. Visitors and partners must check-in with the receptionist.
3. If the activity allows for reentrance throughout the day, there is no need to check back-in, with the exception of courses requiring timestamped reporting. However, if the activity spans across multiple days, each participant is required to check-in at the start of each day.
4. Once checked in, the individual will be directed to the appropriate location.
5. Individuals delivering materials to SiMCentral must check-in with the receptionist to be directed to the appropriate area.

OP - 8.1 - Research, Grants and Publications

Purpose:

This policy allows for the coordination of research, grants, and publication activities.

Policy:

SiMCentral encourages research collaboration amongst all professions and partners related to simulation. Any research, grant, and publication activities that require utilization of the SiMCentral and its resources and/or time devoted from its staff or faculty should be coordinated with SiMCentral personnel. Adequate time is required for coordinating and scheduling research related activities. Thirty days prior to the requested research activity, grant deadline, or publication submission is recommended.

Procedures:

1. Faculty exploring opportunities related to grants and research involving simulation are recommended to meet with the Director and or Coordinators of SiMCentral during the planning phase.
2. Pending scheduling of SiMCentral, availability of staff, and feasibility of the study to be conducted, the Director, Assistant Director and/or other staff will provide guidance for proceeding with the activity.
3. Requestors should be prepared to discuss logistical considerations for the activity such as the role of SiMCentral's staff and faculty in carrying out the activity, timeframe, and the supplies, space, and personnel needed.
4. Requestors should consider how the SiMCentral staff members will be involved as the grant/research co-investigator and publication co-author relevant to the level of involvement they expect of the SiMCentral Staff.

OP - 9.0 - Standardized Patient Employment

Purpose:

This policy ensures that all individuals hired as Standardized Patients will be classified as part-time TTUHSC employees as protocol established by Human Resources.

Policy:

SiMCentral will adhere to the TTUHSC Operating Policy and Procedure (OP) in establishing responsibility and policy regarding the employment of all part time employees designated as standardized patients.

Procedures:

1. General Employment Policies.
 - a. Classification of Employees designated as Standardized Patients (SP). Employees in the position of standardized patient (SP employee) shall be classified as part-time employees (HSC job code P3923) in accordance with HSC OP 70.11 (section 5.a). Individuals hired as SPs cannot be currently employed by or enrolled in any school at TTUHSC.
 - b. Expectancy of Continued SP Employment. Continuation of SP employment at TTUHSC is at the discretion and will of the institution and will be reviewed annually. For further information see HSC OP 70.31.
2. General Policy.
 - a. Part time employment as standardized patients shall be on the basis of qualifications and suitability in adhering to HSC OP 70.11.
 - b. SP part time employment is subject to the following conditions:
 - (1) Hours of employment are subject to the needs of SiMCentral and
 - (2) In guidelines with HSC OP 70.20 including the required criminal background check.
3. Advertising, Recruiting, and Employee Selection Procedures.
 - a. Follow established policies set forth by HSC OP 70.24.
 - b. Vacant positions will be reviewed for part time employment according to HSC OP 70.11.

4. Employment of Standardized Patients.
 - a. Assignment of Work Hours. Employment is based upon an 'as-needed' basis to support the SP activities of SiMCentral. The number and continuation of work hours are not guaranteed and are dependent upon the needs of SiMCentral.
5. Evaluation of Standardized Patient Employee Performance.
 - a. To maintain the quality of SP performance essential to the successful operation of SiMCentral, performance evaluations will be conducted according to HSC OP 70.12.

OP - 10.0 - Dress Code

Purpose:

This policy is to establish a faculty, staff, residents, and student dress code to comply with TTUHSC policy and provide a safe and professional work and learning environment.

Policy:

SiMCentral staff , faculty, residents, and students will adhere to a dress code that will (1) comply with HSC Operating Policies; (2) promote safety; and (3) promote a professional environment.

Procedures:

1. HSC Identification Badge.
 - a. In accordance with HSC OP 76.02 all faculty, residents, staff, and students must visibly wear the official TTUHSC identification badge.
2. Dress Code.
 - a. While participating in a simulation experience at SiMCentral, appropriate attire includes clothing that is professional (neat, clean), and not distracting or offensive to others. Appropriate attire is identified as either business casual or clinical attire defined as:
 - i. Business casual attire: Men - slacks, collared shirt
Women – business appropriate dresses, slacks or skirt with top
Closed-toe shoes are required in all clinical settings. Shorts are not appropriate.
 - ii. Clinical attire: Uniforms or Scrubs Lab Coat
Identification Badge

OP - 11.0 - Scheduling Events at SiMCentral

Purpose:

This policy is to designate the appropriate resources for all requests. Designated resources include SiMCentral Center staff, Standardized Patients, space, supplies, equipment, and manikins/simulators.

Policy:

SiMCentral , faculty, residents, and students will adhere to a dress code that will (1) comply with HSC Operating Policies; (2) promote safety; and (3) promote a professional environment. To ensure fair and equitable allocation of the resources available at SiMCentral, all partners (external and internal) are required to submit an online scheduling request through www.sim-central.com. Deadlines for scheduling request will vary according to the complexity and demands for various simulated experiences. If needed, SiMCentral staff will modify, without prior notice, the space allocation based on assessed needs and availability. The assessed needs and availability of resources include audio visual capabilities, degree of consequence of the experience, and resources (simulators, standardized patients, etc.).

Procedures:

1. In order to schedule an event, all pertinent information must be communicated in detail through the request and not assumed. Scheduling will be based from an analysis of needs described in the request, if a need is not requested it will not be allocated.
2. It is required that a requestor provide all supporting information or documentation before the requisition deadline.
3. Requisition request deadlines for space, supplies, equipment, and simulators vary due to type of simulation experience.
 - a. Skills Development and Validation experiences (low to mid fidelity) will require scheduling 3 weeks prior to the date of experience.
 - b. Advanced patient simulator experiences (high fidelity) require 4 weeks prior to date of experience.
 - c. Standardized patient experiences require 6 weeks prior to date of experience.

4. The appropriate coordinator will:
 - a. Assign space based on the complexity of the skill and availability.
 - b. Select, prepare, and stage (to include manikins and equipment) according to the needs and objectives of the simulated experience.
 - c. When conflicts arise the coordinator will work with faculty and clients to accommodate specific needs of all parties.
 - d. Verify receipt of requests and supporting materials via e-mail.

OP - 12.0 - Tour Events at SiMCentral

Purpose:

This policy is to establish guidelines for access to SiMCentral for faculty, students and other training participants to tour the facility.

Policy:

Anyone who would like a tour is to submit their request either online (www.sim-central.com).

Procedures:

1. Visitor group/individuals are welcomed to tour SiMCentral. A one week advance notice is preferred via the online request form.
2. Tours will be conducted by a SiMCentral employee when appropriate.
3. Tours will only be conducted during business hours unless approved by the Director.
4. A confirmation email will be sent to the requester once the tour date has been scheduled.

OP - 13.0 - Travel required for simulation

Purpose:

This policy is to ensure adequate faculty and staff coverage for the Center at all times.

Policy:

The purpose of this SiMCentral policy is to ensure proper coverage for the Center at all times.

Procedures:

1. All travel requests related to simulation must be submitted in writing or online request (www.sim-central.com) to SiMCentral no less than 1 month prior to the expected event.
2. Prioritization will be at the discretion of the Director.
3. Specific travel related expenses must be financed by the requestor, unless Director and TTUHSC School of Medicine Amarillo Regional Dean has approved requested travel funds to be provided by SimCentral. A travel budget must be submitted with a travel request and written approval must be obtained prior to travel from SiMCentral Director and TTUHSC School of Medicine Amarillo Regional Dean for department funds to be utilized.

OP - 14.0 - Archiving and Record Keeping

Purpose:

This policy ensures that property is disposed of properly.

Policy:

SiMCentral will adhere to the TTUHSC Operating Policy and Procedure (OP) in establishing responsibility and policy regarding archiving of digital audio-visual records.

Procedures:

1. Learners Digital-Audio-Visual Records:
 - a. Digital-audio-visual recordings from either advanced patient simulations or standardized patient encounters will be stored on-site for the duration of a student's enrollment plus one (1) year.
 - b. Records will be stored in electronic format.
 - c. Upon termination of student's enrollment all records will be archived for one year.
 - d. Records for students who return within one (1) year will be considered active and maintained for duration of the student's enrollment plus one (1) year from readmission to program.
2. Materials:
 - a. Materials (scenarios, cases, checklists, etc.) for standardized patient encounters and/or advanced patient simulations (teaching, practical clinical exams, OSCEs, etc.) will be stored in electronic format and as long as the materials are administratively useful.

OP - 14.1 - Staff Absences

Purpose:

This policy ensures that adequate staffing is available to support SiMCentral.

Policy:

All SiMCentral staff members must report absences (sick, vacation, etc.) from work to the Director. In addition to reporting vacation and sick days, other short-term absences from work for lunch breaks, errands, doctor's appointments, or tardiness must also be requested in advance and have written approval from Director.

Procedures:

1. Once an employee realizes they need to take vacation or sick time, they must report this to the Director via email. If the employee is aware of their absence ahead of time (such as a planned vacation) this request must be approved by the Director. Once approved, the Director will notify the Assistant Director for recording.
 - a. The Director will approve all planned vacation time by other staff.
 - b. If planned vacation time is approved by the Director, the Assistant Director will record the request and adjust resources for scheduling purposes.
 - c. Any sick time taken will also be entered into the Personnel leave planner document.
2. Other short-term absences from work such as tardiness, lunch breaks, errands, doctor's appointments, etc. must be reported to the Director and recorded by Assistant Director, within a timely manner .
 - a. Inform the Director where you are going and how long you plan to be absent from SiMCentral. This can be done via phone, email or in person.
 - b. If the Director is not available, report to the Assistant Director.

OP - 15.0 - Advisory Committee

Purpose:

The purpose of the SiMCentral Simulation Program Advisory Committee is to meet with representatives of the SiMCentral's Alliance members as well as area healthcare agencies who utilize simulation in healthcare education, research and service activities.

Policy:

SiMCentral operates with an advisory committee. The functions of the advisory committee are: 1) provide feedback regarding the strategic plan, 2) provide feedback regarding the operations and programmatic endeavors of the Simulation Program, 3) review Simulation Program list of educational activities and their evaluations, and 4) review and approve Simulation Program formulary. Members of the advisory committee will serve as a liaison between the Simulation Program and the school or agency they represent.

Procedures:

1. The appointment to the advisory committee is for a two year term with reappointment possible at the end of the term.
2. The chairperson of the advisory committee is the Director of SiMCentral.
3. The advisory committee will meet every other month, second Wednesday of the month.
4. The following are representatives of the advisory committee: 1) The Director of SiMCentral 2) The Assistant Director of SiMCentral 3) A TTUHSC faculty or staff representative from the respective schools: a. Nursing b. Medicine c. Pharmacy. 5) Other representative from each of the Alliance Institutions who participate in Simulation Program activities: a. Nursing (ADN, LVN, BSN, MSN) b. Respiratory Therapy c. Paramedicine. d. Continuing Education. 6) Regional Hospital educators

OP - 16.0 - Standards of Best Practice

Purpose:

The purpose of this policy is to ensure that all simulations abide by standards of best practice for simulation published by the International Nursing Association for Clinical Simulation and Learning (INACSL) and adopted by Society for Simulation in Healthcare (SSIH).

Policy:

The standards of best practice for simulation were developed utilizing a peer reviewed process. These standards are designed to advance the science of simulation, promote best practices, and provide evidence-based guidelines. The following standards have been published and are available at the following link <http://www.inacsl.org/i4a/pages/index.cfm?pageid=3407> and <http://www.ssih.org/About-Simulation>.

Procedures:

1. SiMCentral staff will provide yearly simulation in-services incorporating standards of best practice.
2. Standards of best practice will be available for faculty reference in all control rooms.
3. All users are responsible for adhering to the standards of best practice.

OP - 17.0 - Simulation Based Activity Evaluations

Purpose:

The purpose of this Simulation Program policy is to describe processes of evaluating educational activities.

Policy:

There are a variety of educational activities held within the Simulation Program each year. The director of the simulation center will identify designated timeframe each semester to obtain evaluation data on activities held in the centers during this timeframe.

Procedures:

1. SiMCentral Director will identify the designated timeframe each semester to obtain evaluation data on activities held in the centers.
2. Faculty/facilitators will be asked by simulation center directors to set aside time at the end of their event for the evaluations.
3. Participants complete the Simulation-Based Activity will be requested to participate in Evaluation forms.
4. Faculty, facilitators and standardized patients will complete a Faculty/Facilitator/Standardized Patient Evaluation of Event form.
5. Quality improvement processes incorporate data from annual review of activity and faculty/facilitator evaluations.
6. Quality improvement processes also incorporate data obtained from Simulation Satisfaction Surveys and course specific evaluations conducted by schools at the end of each semester.