



**LINCOLN MEMORIAL UNIVERSITY-DEBUSK COLLEGE OF  
OSTEOPATHIC MEDICINE  
STANDARDIZED PATIENT/PATIENT MODEL PROGRAM  
HANDBOOK FOR 2009/2010**

Lincoln Memorial University-DeBusk College of Osteopathic Medicine (LMU-DCOM) is dedicated to creating an environment in which clinical, communication and professional skills for future health care providers are nurtured and honed.

LMU-DCOM conducts clinical skills evaluations and assessments using Standardized Patients (SP), and Patient Models (PM). Your commitment and dedication as a SP and/or PM is appreciated and we want to ensure that your continued volunteer support is fulfilling, enriching and enjoyable. Please carefully review the following handbook which will contribute to your experience with the LMU-DCOM Standardized Patient/Patient Model Program.

## **Contact information for SP/PM program personnel:**

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## PROCEDURES, POLICIES & EXPECTATIONS OF THE SP/PM:

### Definitions

- ❑ **Definition of Standardized Patient & Performance criteria:** Standardized Patients (SP) are volunteers that have been trained to portray a specific patient case. They are given details of patient and family histories, symptoms, medications, and other information so that they can act out the cases with health profession students.

Standardized Patient encounters are video and audio recorded to allow the students, faculty, specified staff members, and peer reviewers to view the encounter. Immediately after the encounter, the Standardized Patient will complete a computerized checklist based on student performance.

- ❑ **Definition of Patient Model:** A Patient Model (PM) is a person willing to serve as an actual patient for complete physical examination training including genitals and rectum for males, and for females, pelvic and breast exams. There may be multiple people in the room during the patient model encounter including, but not limited to, students, facilitators/instructors, proctors/monitors and other patient models. Patient Models will receive an initial examination each semester from a licensed physician for the purpose of establishing a baseline from which the physician can instruct students. This examination does not constitute the beginnings of a doctor/patient relationship. The Patient Model must sign a release form agreeing to these conditions. Patient model encounters are not video and audio recorded. Patient models may be asked to provide written or verbal comments about their encounter. They may also be trained to instruct students in proper technique.

### Confidentiality

- ❑ **CONFIDENTIALITY** is very important to this program; on-site and off-site.
  - a) **Student confidentiality:** No student performances are to be discussed with anyone by name or identifying specifics other than with the Coordinator and/or Program Directors. Confidentiality for the students must be maintained at all times.
  - b) **SP/PM confidentiality:** Any observations of other SP/PM performance during training or quality assurance/reliability sessions are to be kept in the strictest confidence. Discussion of SP/PM performance is to be limited to LMU-DCOM faculty/staff.
  - c) **Confidential materials:** The cases/checklists used for training are the copyright property of LMU-DCOM. These cases/checklists are used exclusively by the LMU-DCOM SP/PM Program. Unauthorized use or discussion of these cases/checklists will result in expulsion from the program.

### In Role:

- ❑ Do not speak with the students “out of role” **before, during or after the simulation.**



- ❑ If, for any reason, you must exit the room, please do not speak with the students even if they speak with you first. Students are working on their notes and it could disturb or disrupt other students. Students should not ask questions once out of the exam room.
- ❑ During sessions, the door should remain closed if you are inside the room and should be left open when you exit the room.
- ❑ Remember, the videotapes 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 video will be seen by faculty and the student at a later date. At the end of the encounter, simply complete checklists as prompted on the computer monitor inside the room.
- ❑ If you are going to be placed in a gown, you are encouraged to bring a bathrobe or “quick change” of clothing with you so that you can use them during your breaks.
- ❑ It is also okay to bring a book, crossword or other entertainment source for the breaks between students.

### Assessments:

- ❑ **Student Assessment:** You must pay very close attention to the students you are assessing, as part of their grade may depend on your assessment. You will need to **check over each form/checklist** for correctness. The use of a computer mouse and/or keyboard may be necessary to complete some checklists.
- ❑ **SP/PM Assessment** - Feedback forms may be given to all faculty and students with whom you have interacted during your session, as well as to the faculty member grading the students. These forms will allow us to give feedback to you on your performance. These will be available for your review at any time. Additionally, you may be asked to review your performance and/or that of one of your peers (bearing in mind that confidentiality is very important). The coordinator may also periodically review your performance.

### Quality Assurance:

- \* **IT IS IMPORTANT TO RETAIN A HIGH QUALITY SIMULATION AT ALL TIMES.**
- ❑ Quality of the SP/PM's performance is a priority. Quality assurance will be maintained using several methods:
  - ❑ Direct observation during training
  - ❑ Direct/scheduled observation during sessions
  - ❑ Direct/random observations during sessions
  - ❑ Video review
  - ❑ Self-Video review by SP
  - ❑ Peer-Video review by SP peer
  - ❑ Student review

Feedback may be provided. This may be verbal, written or both.



- ❑ If at any time you feel you are in need of a review, or if you have questions or concerns with the simulation, please contact the Coordinator.
- ❑ Program Quality Performance is also a priority. Please complete the SP/PM feedback survey for the previous semester in which your services were utilized. The packet may be attached to your general information packet at the beginning of the semester. The information you provide will allow us to continue positive practices and identify those that need improvement.

### **Assignment to an OSCE/Patient Modeling Session**

- ❑ You may be provided a list of potential dates at the beginning of the semester to determine availability for upcoming dates. It is not a list of assigned days.
- ❑ Days are assigned as follows:
  - ❑ You will receive a telephone call or email asking if you are available for specified dates.
  - ❑ If a message is left, you must return it within 48 hours in order to confirm your availability for upcoming dates. If you fail to confirm, you will not be scheduled for the assignment.
  - ❑ If you confirm availability, you will receive a letter or email confirming scheduled dates. However, if you are scheduled as a last minute replacement you will not receive a letter.
  - ❑ You may be scheduled for a longer period of time than will be needed. If you are released to leave, you will be compensated only for the time assigned.
- ❑ If possible, a standby is scheduled for each exam. If you are scheduled as a standby or if you are replaced by the standby, you may be released to leave after an hour if no problems arise. As a standby, you may be asked to do live peer review during your wait time.
- ❑ No SP will be required to participate in an activity or session or be penalized for choosing not to participate. However, if you do consent to an activity or session, we will assume you will demonstrate responsibility and arrive at the scheduled time.
- ❑ **Scheduling notice:** Please give the Coordinator as much notice as you can so a replacement can be found. If you are available on an “emergency basis,” contact the Coordinator.
- ✓ *You will be scheduled 15 – 30 minutes prior to your first student. This paid time is for room preparation, review of format and any last minute instructions from the LMU-DCOM staff.*

### **CANCELLATIONS:**

- ❑ In the event circumstances prevent you from coming to a scheduled session, please notify the coordinator as soon as possible. A pattern of last-minute cancellations will likely prevent you from being called to participate in the future.
- ❑ **Cancellations** must be made with the Coordinator. Although we appreciate your conscientiousness, please do not directly contact a replacement SP/PM on your own.
- ❑ SP cancellations must be reported to the coordinator within 24 hours.



- ❑ The medical school (LMU-DCOM) operates on the University Schedule. In the case of inclement weather, please tune to the local radio/television station to see whether Lincoln Memorial University has cancelled classes. If classes have not been cancelled, the SP/PM encounters will go forward as planned
  
- ❑ If you cannot make it due to weather conditions, please call the Coordinator as soon as possible.

## Training

- ❑ **All training will be provided by the program coordinator and LMU-DCOM or nursing faculty.**
  
- ❑ **Basic SP Training procedures\*:**
  1. Initial training session to discuss case & checklist
  2. Home study

\*Training procedures may be modified for the client/event if necessary. Assessments will require more training times.

- ❑ **Basic PM Training procedures\*:**
  1. Initial meeting to discuss overview and orientation of the volunteer requirements
  2. Initial physical examination by a physician

\*Training procedures may be modified for the client/event if necessary. Assessments will require more training times.

- ❑ If a SP/PM does not attend the training session, they will not be permitted to participate in the event. If there are mitigating circumstances that require re-scheduling the training, please contact the coordinator as soon as possible.
  
- ❑ All cases, checklists and training materials are developed by LMU-DCOM or LMU Nursing faculty and the property of Lincoln Memorial University. These cases, checklists and all written materials are to be used exclusively by SP/PM volunteers of the SP/PM Program.
  
- ❑ The SP/PM Program recognizes the different learning styles of the SP/PMs. If an individual SP/PM develops materials that assist them in the learning of the case/checklist etc. and feels it would assist others in the training, they must submit the materials to the program coordinator. Please do not distribute materials without prior review by the coordinator.
  
- ❑ **Feedback & Basic skill** training and review is mandatory.
  
- ❑ Training for a specific exam will be provided prior to the scheduled exam. This may be several days to a week prior to the exam. You will be notified of details in a written letter or email.
  
- ❑ A **debriefing post encounter** may be requested. Please plan to stay 15 minutes after the event for this debriefing. Your verbal or written observations and comments are always welcome.

## Professionalism – Preparation & Punctuality



- ❑ **PROFESSIONAL PREPARATION** – It is your professional obligation to arrive at the session prepared. This includes knowing the details of the case, checklist, and format. Details about training days and OSCE days will be included in the confirmation letter or email. Please read this carefully. If you have any questions, please contact the program coordinator.
- ❑ **PUNCTUALITY** is of dire importance. You must be available for the full time requested, unless an arrangement has been made with the coordinator. **It is mandatory that you arrive on time for the exam or training.** If you are asked to arrive 15-30 minutes early for the session, you will be compensated for this time. Early arrival helps us give you time to prepare yourself for the upcoming session. It also allows for last minute communications between you and LMU-DCOM staff and faculty.
- ❑ **You will be required to sign in upon your arrival and before your departure.**
- ❑ **Arriving late** –Unforeseen circumstances arise for everyone, but punctuality is a professional courtesy for our students. If there is a pattern of tardiness, you may not be asked to participate in the future.

### **Volunteer status, Payment, & Performance Criteria**

- ❑ **Volunteer Status:** As a SP/PM at LMU-DCOM, you are **NOT** an employee of Lincoln Memorial University. You are a volunteer that is compensated for your time and effort. You do not qualify for benefits, unemployment or workman’s compensation.
- ❑ You will be evaluated and may be removed from the volunteer pool without notice for any reason. As a volunteer, you are here at the discretion of the staff and faculty of LMU-DCOM. LMU-DCOM reserves the right to remove any volunteer participant from its SP/PM Program without obligation or reason.
- ❑ As an SP gains experience, knowledge and expertise he/she will be assessed using the following criteria:
  1. Ease of training & time training for a high quality performance: *As experience increases for the SP, training time is more efficient & effective.*
  2. Quality of Feedback: *Review of feedback forms from student/faculty/coordinator/self/peers, quality and detail of feedback verbally and written. Written and verbal feedback is accurate and consistent in quality.*
  3. General attendance/lateness: *Consistently arrives on time or provided notice when late.*
  4. Preparation: *Prepared with case details, knowledge of checklist and feedback.*
  5. Working with staff, students & peers: *Works well with LMU-DCOM staff/faculty, students and peers.*
  6. Flexibility: *Ability to adapt to quick changes and working with changes.*
  7. Ability to receive feedback & integrate feedback: *Integrates feedback readily and consistently.*
  8. Consistently performing a high quality job: *Understanding details necessary to portray cases & document student performance.*
  9. Contributes positively to the attitude and morale of peers: *Consistently contributes to program morale and attitude. Does not contribute or spread malicious gossip or rumors*
  10. Checklist accuracy & reliability : *Consistent checklist accuracy and reliability*
  11. Professionalism: *Represents Program professionally at all times.*
  12. Confidentiality : *Maintains required confidentiality at all times.*



- ❑ **Lunch Breaks:** LMU-DCOM does not pay for lunch breaks (unless specified).

### **Fee schedule:**

#### **Training:**

SP training	\$10.00/hour
PM training	\$10.00/hour
SP Exam days	\$15.00/hour
PM Exam days	\$30.00/hour

- ❑ You must fill out the required W9 in order to get compensated for your time.
- ❑ Compensation over \$600 or more will be reflected in a yearly 1099 miscellaneous form.
- ❑ You must sign in and out in order to get compensated. The coordinator is not responsible for keeping track of your time.
- ❑ You should receive your compensation check by mail within two to four weeks. If you have not received it by the beginning of the fifth week, please contact the coordinator.

### **Parking:**

- ❑ SP/PM should park in visitor parking at the LMU-DCOM building.

### **Control room conduct:**

- ❑ When in the Control Room, **maintain silence** so that others can listen and concentrate.
- ❑ Beverages are not allowed in the control room unless in covered containers such as travel mugs with lids. You may bring your own container for this.
- ❑ **Privacy** is critical. You may be observing (or may be observed by) another SP for training or evaluation purposes. If the examination is sensitive every effort will be made to protect your privacy by the staff. Alternatively, it is important for you to be sensitive to the activities on the monitors. It is essential that you restrict your viewing to the monitor you are assigned to watch.

### **Exam Rooms & Housekeeping:**

- ❑ Should you have a problem or a question during an encounter with a student, please remain in the room until the student has exited. You may then quietly exit the room and go to the control room to ask for assistance.
- ❑ Do not leave your confidential materials (case/checklists/instructions) or any other material lying around.



- ❑ **Gowns-** A paper or cloth gown may be issued to a SP if it is deemed necessary that students have access to heart, lungs, limbs, or abdominal regions. An additional gown may be issued as a cover up, but it is highly recommended that the PM bring a bathrobe for use between exams and during breaks.
- ❑ **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. Place the gown(s) in the appropriate container.
- ❑ Please keep all personal items with you. The University is not responsible for lost or stolen items.

### **Selection of SP/PM:**

The SP/PM is selected for events using a combination of the following criteria.

#### **Selection Criteria**

- Client specifications (case, age, gender, ethnicity, physical characteristics, etc.)
- Case requirements (affect to be portrayed, case difficulty, knowledge base needed to portray case, life experience)
- Role of SP/PM
- Level of experience in portraying case
- Level of experience in teaching
- Level of experience and quality of feedback (verbal and/or written)
- Past training and experience with requested case
- Performance history and ability to integrate feedback
- Performance history and ability to maintain changes of case/feedback
- Level of experience for level of learner
- Client preferences (client will identify a specific SP/PM or ask NOT to send a specific SP/PM)
- Development/maintenance of skills\*

\* The Program reserves the right to distribute work to develop/maintain SP/PM skill levels

### **Folders & Paperwork:**

- ❑ **Cases & checklists** - Please retain all of the cases you are trained in for future use. It is highly recommended that you obtain a daily planner and a 3-ring binder to keep track of your schedules, manuals, simulations, and training and pay information. Bring your cases (or the relevant case) each time you attend.

### **General:**

- ❑ **Dating or “hanging out” with Medical Students:** It is our policy that SP/PM **do not** personally interact with the medical students they meet through the program, since you are in a position of evaluating them.



- ❑ **Conflicts** - If you are experiencing any difficulties with simulators, faculty, staff or clients, please address these concerns in a timely manner and in detail to the coordinator.
- ❑ **Telephone Numbers:** It is the policy of Lincoln Memorial University-DeBusk College of Osteopathic Medicine never to give out personal telephone numbers - even to other SPs. If you wish to share your telephone numbers you must do so personally.

### **Drug and Alcohol Policy**

- Drinking alcohol prior to or during sessions is not permitted.
- Use of illegal drugs or misuse of legal drugs while acting as a Standardized Patient or Patient Model will result in removal from the program.
- The building and grounds of LMU-DCOM are tobacco free. Please remember if you must smoke, you must use designated areas outside and away from buildings.

### **Key Terms to Know:**

- ❑ OSCE: Objective structured clinical exam
- ❑ B-Line: Audio/Video/Assessment system used to record and capture student interactions in the exam room
- ❑ OMS I: First year osteopathic medical student
- ❑ OMS II: Second year osteopathic medical student
- ❑ OMS III: Third year osteopathic medical student
- ❑ OMS IV: Fourth year osteopathic medical student
- ❑ Osteopathic Medicine: A form of conventional medicine that emphasizes diseases arising in the musculoskeletal system. There is an underlying belief that all of the body's systems work together and disturbances in one system may affect function elsewhere in the body. Osteopathic treatment may include osteopathic manipulation, which is a full-body system of hands-on techniques to alleviate pain, restore function, and promote health and well-being.
- ❑ D.O.: Doctor of Osteopathic medicine