

Bring Patients to Life

Start a Standardized Patient Program

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Disclosures

Leslie and Nanami have no disclosures to report.

Objectives

- Describe the elements to develop a standardized patient program including resources, training, timelines, administrative responsibilities, and standards of best practice.
- Identify early challenges in starting and managing a standardized patient program and solutions from lessons learned.
- Create a programmatic timeline, using the SCRUM model, identify community resources, and use valuable tips for interprofessional collaboration.

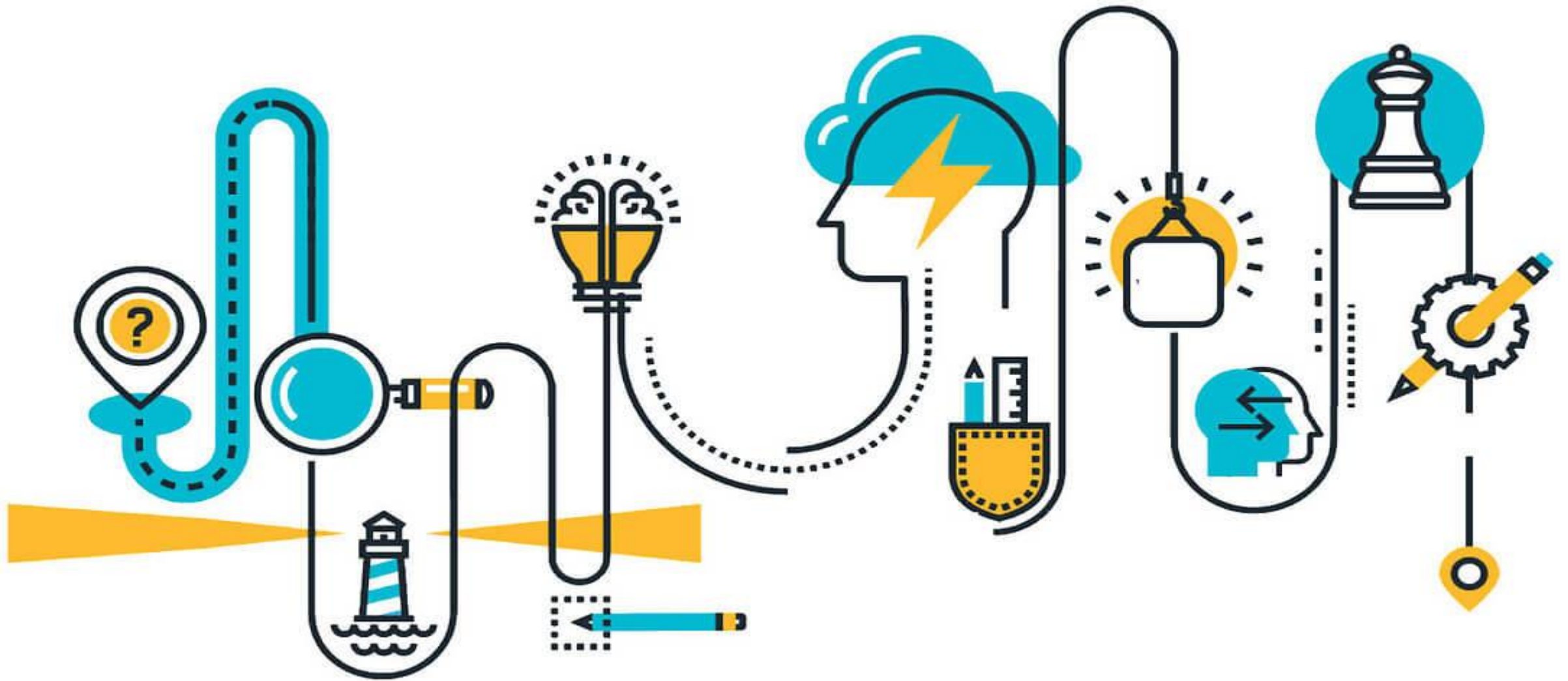


The Search for Answers

- Who is already doing standardized patient work?
- Who are the experts?
- How do I contact these people?
- Are there resources already out there?
- Is there training?
- Are there conferences?
- Are there standards?
- Where do you find standardized patients?
- Do I write policies or a manual?
- Will I need help doing this?



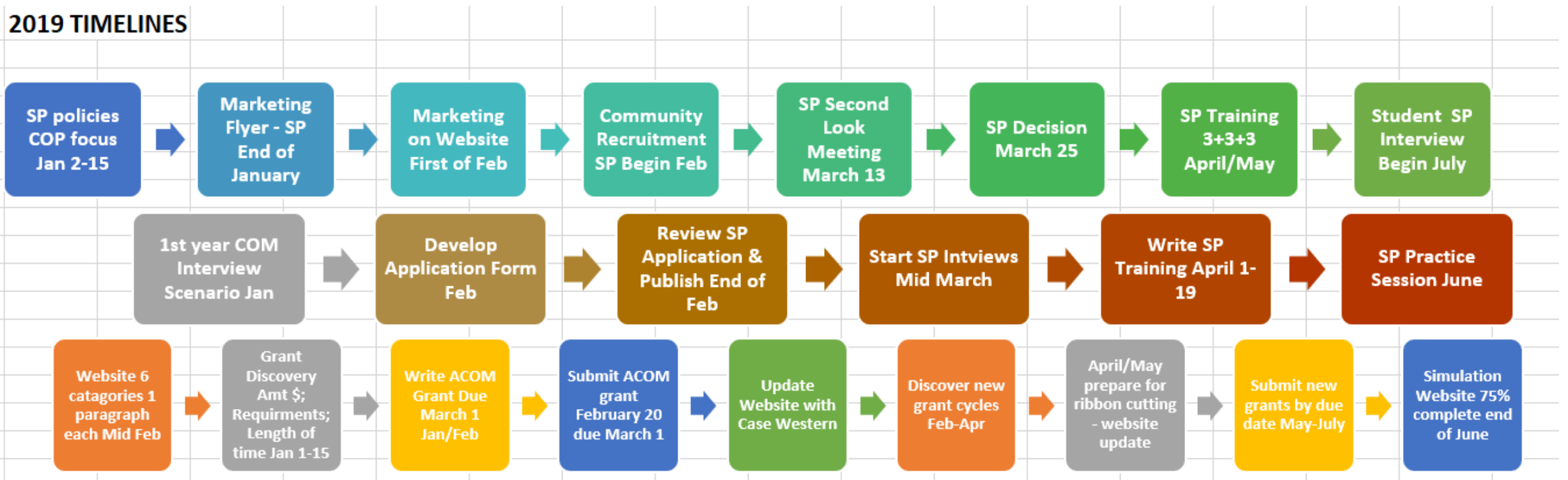
Process



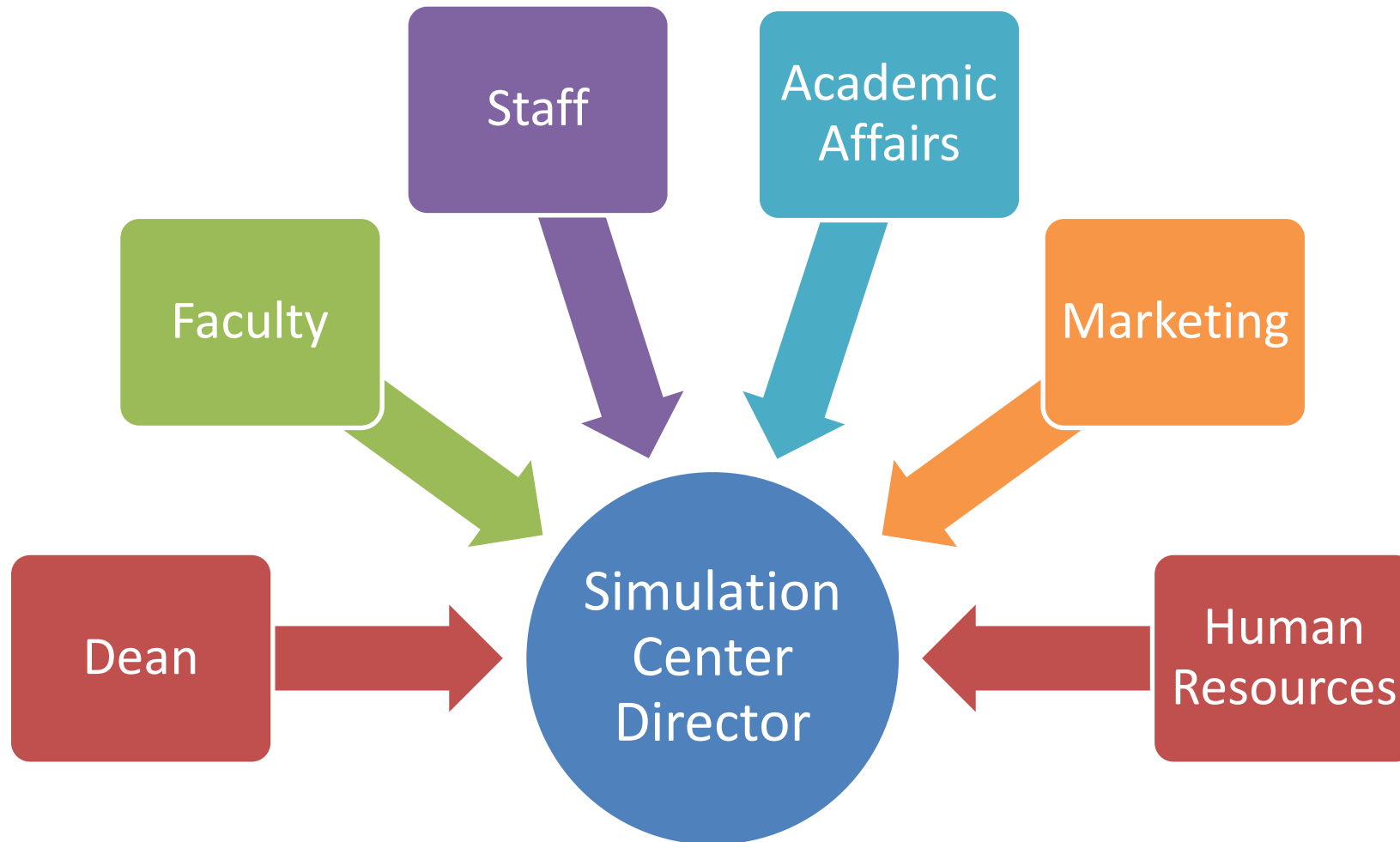
When There is Nothing. . .

It starts with a list

2019 TIMELINES



Stakeholders



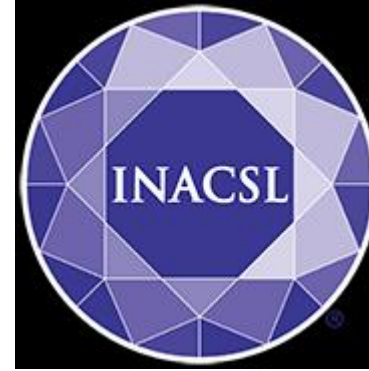
More Questions to Answer

Questions to answer through stakeholders

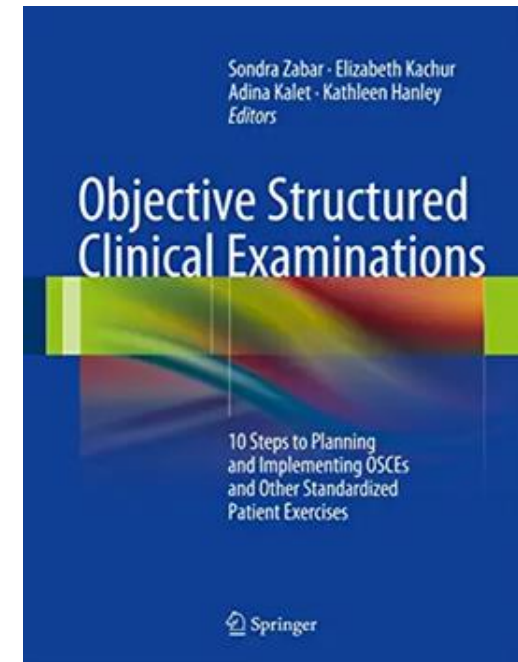
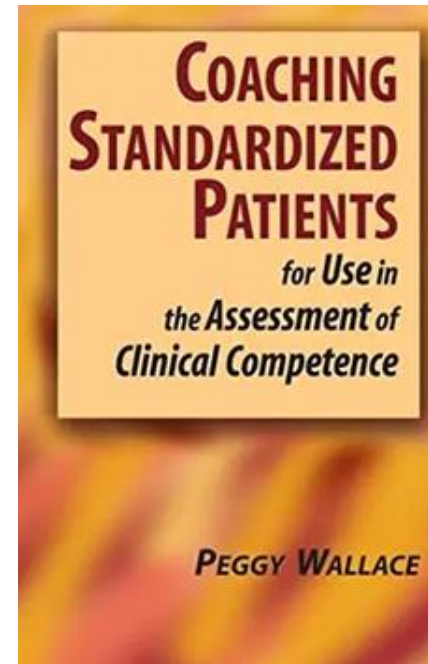
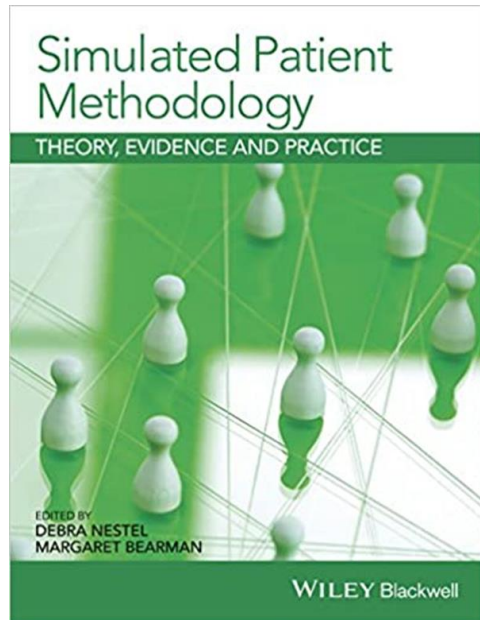
- What is the Dean's experience and vision for SP use?
- What is the Faculty's experience and vision for SP use?
- How will SPs be incorporated into the curriculum?
- Can staff be SPs? Who do staff know?
- What is the experience and vision that Academic Affairs has for SPs?
- How can marketing help find SPs?
- How will human resources support SP hiring?



Train with Experts



Buy the Book



The Key Components

- Follow the **Standards**
 - INACSL Standards of Best Practice: Simulation
 - ASPE Standards of Best Practice
- Write the SP **Manual** Early
 - Decide on what SP **Policies** are needed for the program
 - Remember what is written in a policy is evaluated and measured
 - Review by the Dean/Director, Academic Affairs/Clinical Education, Human Resources and Legal Council if needed

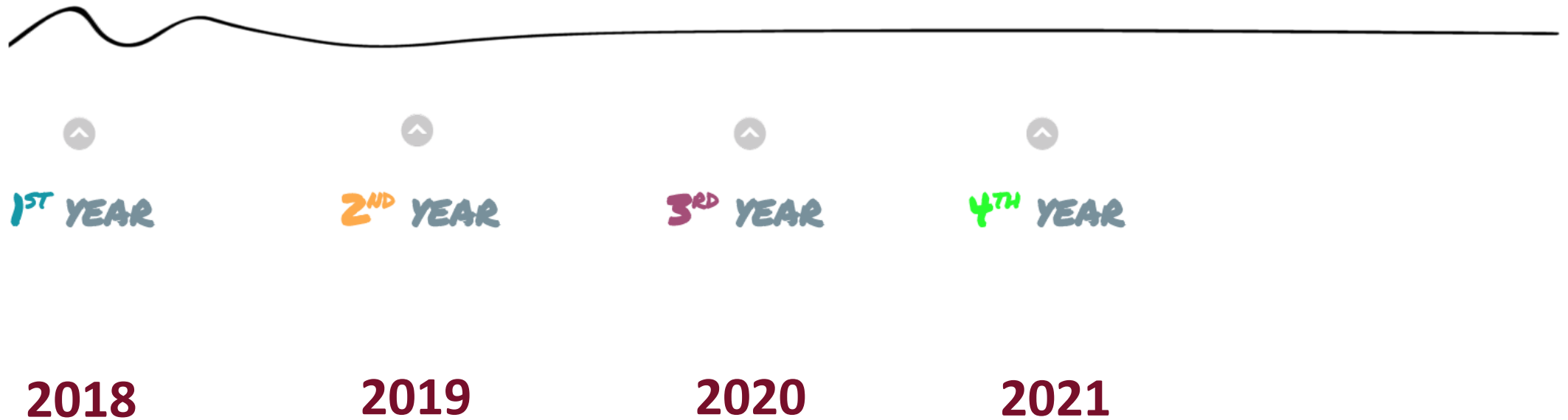


The Key Components

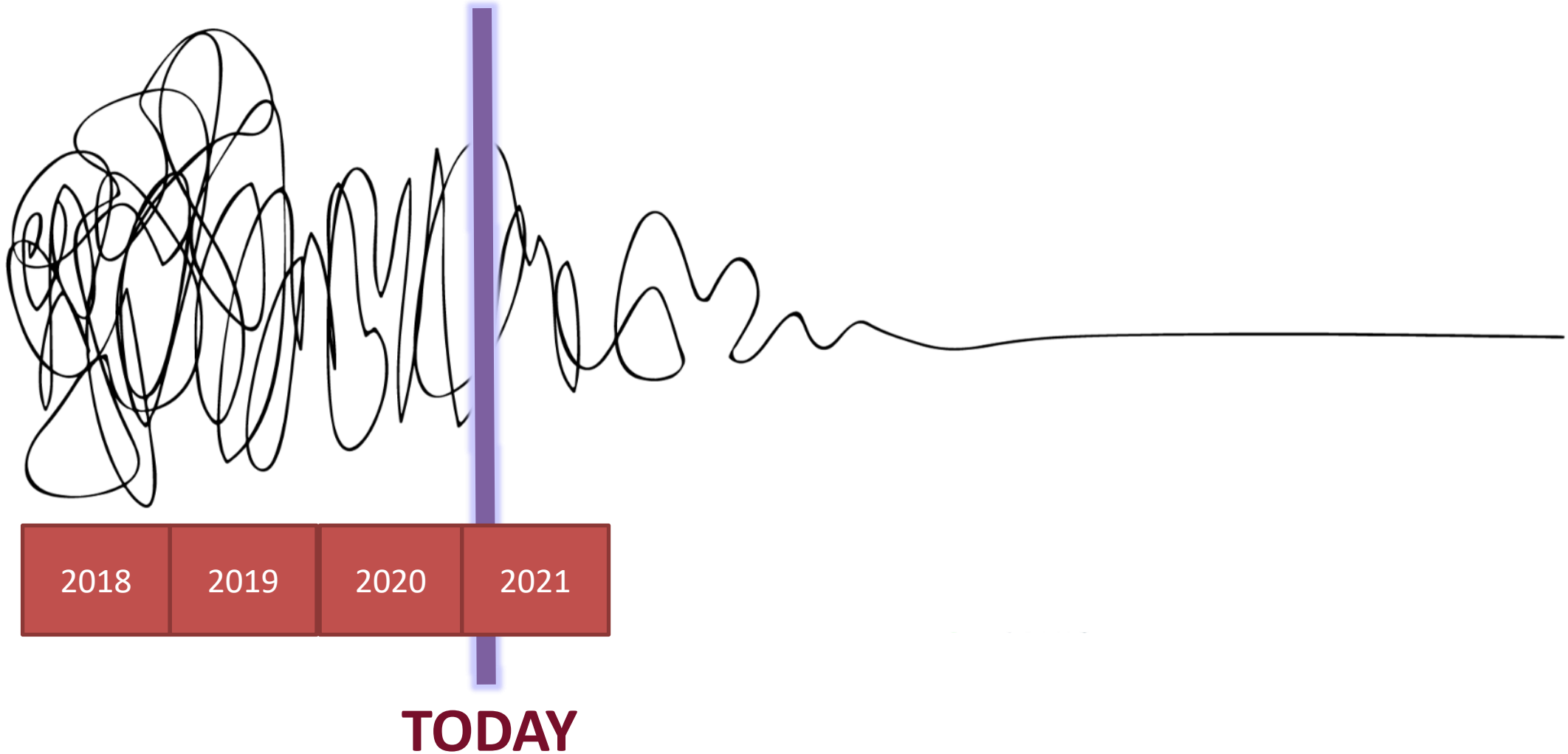


- Follow the **Standards**
- Write the **Policies** early
 - Review, revision and approval takes time
- Write the **Job Description**
 - Standardized Patient Educator
 - Standardized Patient

What One Hopes



Reality



One
step
at
a
time.



Hire Early!



WE ARE
HIRING!

JOIN OUR
TEAM!

WE NEED
YOU!

Getting Early Approval

- Based on identified need
 - Due to the preliminary work and training
- Opportunity Knocks!
 - People who know people
- Find people with the skills needed to develop the program
- Go through the hiring door when open



Get Your Ducks in a Row

Find and Decide on **SP Forms**

- Application I & II
- Interview
- SP Patient Blueprint Template
- PE Checklist for SP
- Interpersonal OSCE Checklist
 - Formative
 - Summative



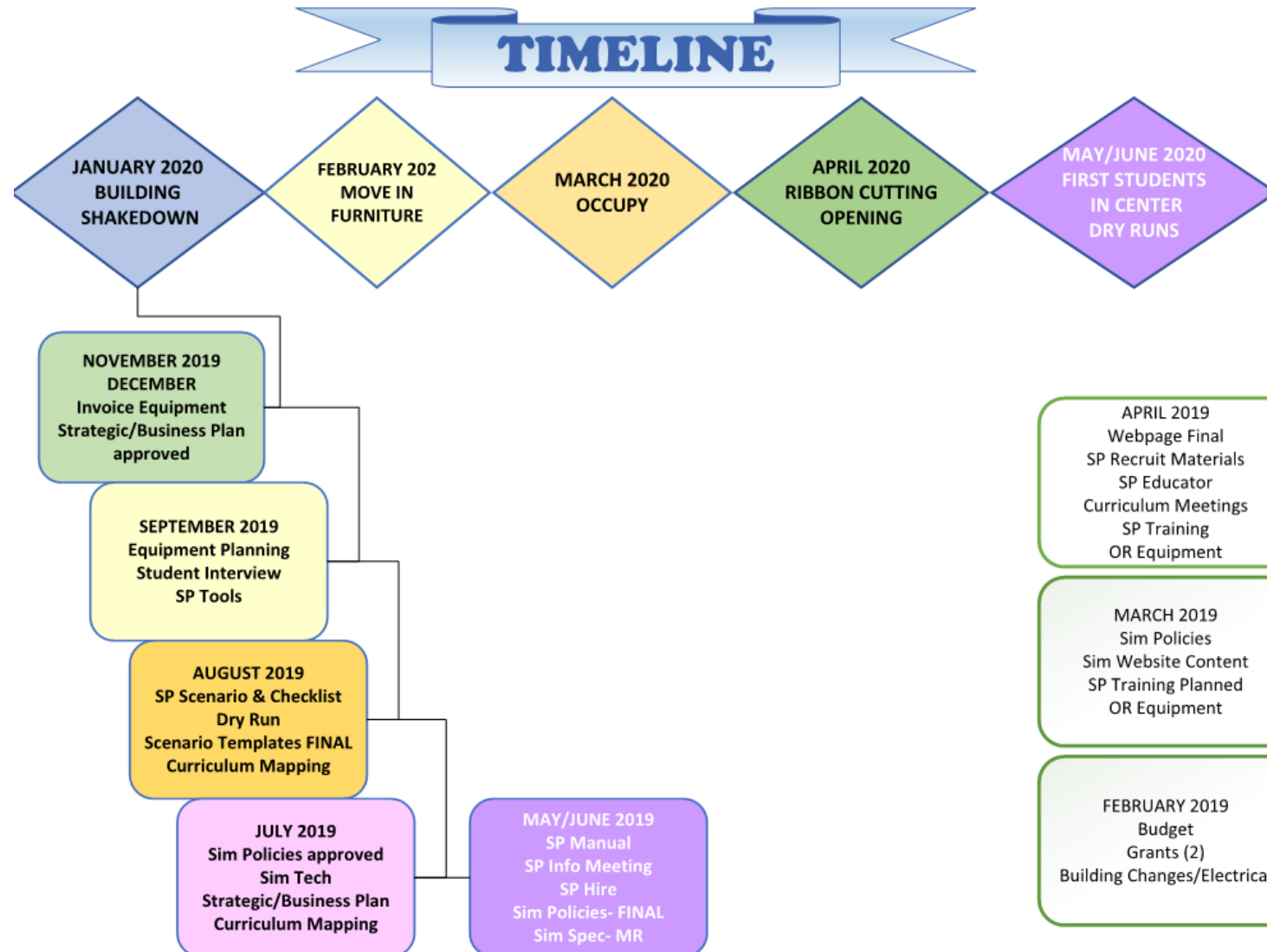
Get Your Ducks in a Row



Find and Decide on **SP Forms**

- Consents
 - Confidentiality
 - Video/Photo Release
- SP Performance Evaluation
- SP Observer Checklist

Adjust the Deadlines



Planned	In Progress	Project Leader	Completed
COCA demo, tour, binders		Leslie Binders Thayer and Ralph HoloLens and Mannequins	Feb 10 2020 Feb 20 2020
VIP Reception – center opening	HoloLens Demo V2 Food Tours – sign-ups Mannequins	Thayer Leslie/Jory Nanami Ralph	On hold due to COVID-19 Maybe June 17
Ribbon Cutting – center opening	HoloLens Demo V2 Food Tours Mannequins	Thayer Leslie/Jory Nanami Ralph	
Initial Equipment Tracking in Excel	Delivery Dates Warranty Serial/model #	Thayer Ralph	March 2020
Provisional Accreditation	Provisional Core Educational Core	Ralph with Team input – Application postponed to Dec 2020	
Center Supplies	2019-2020 Up-to-date Check to see if everything is in 2020-2021 to be ordered/tracking 2020-2021 equipment to be ordered/tracking Vendor Comparison – Moore medical Code Cart checklists Otoscope heads/specula holders	Ralph/Thayer/Leslie - emailed PocketNurse for update RH – completed form 6/5/2020 missing products on their way (Justin Pratt), refund check on its way to Tracy	Apri 24 2020
		Ralph/Leslie - created tracking form	Apr 2020
		Ralph/Leslie	May 2020
		Ralph	May 18 2020
		Nanami – printed waiting lamination 6/5 Check to find where copies are and send for lamination	Apr 2020
		Ralph – Sent off for quotes from PocketNurse, Diamedical, and McKesson– McKesson has GPO option. Not entering one with them. It appears that DiaMedical has the lowest prices Order July	Apr 27 2020

And It Begins. . .





Watch out



- Interruptions
- New priorities
- Steep learning curves
- Requests

First and Foremost

- **Lesson #1:**

Treat everyone with kindness

It's the right thing to do. And life has a funny way of paying it forward

- **Lesson #2:**

Learn to say “Yes, and. . .” But “no” when needed

- **Lesson #3:**

Make the most of downtime

- **Lesson #4:**

Embrace every experience, good or bad.

Each one helps us better understand what we want and need to do

Credit to Matthew Biggins Consultant turned Vagabond turned Entrepreneur
4 Lessons Learned on My Journey from Freshman to Digital Consultant Advice for Students

*“You can’t connect the dots looking forward;
you can only connect them looking backwards.*

So you have to trust that the dots will somehow connect in your future.

You have to trust in something — your gut, destiny, life, karma, whatever.

This approach has never let me down, and it has made all the difference in my life.”

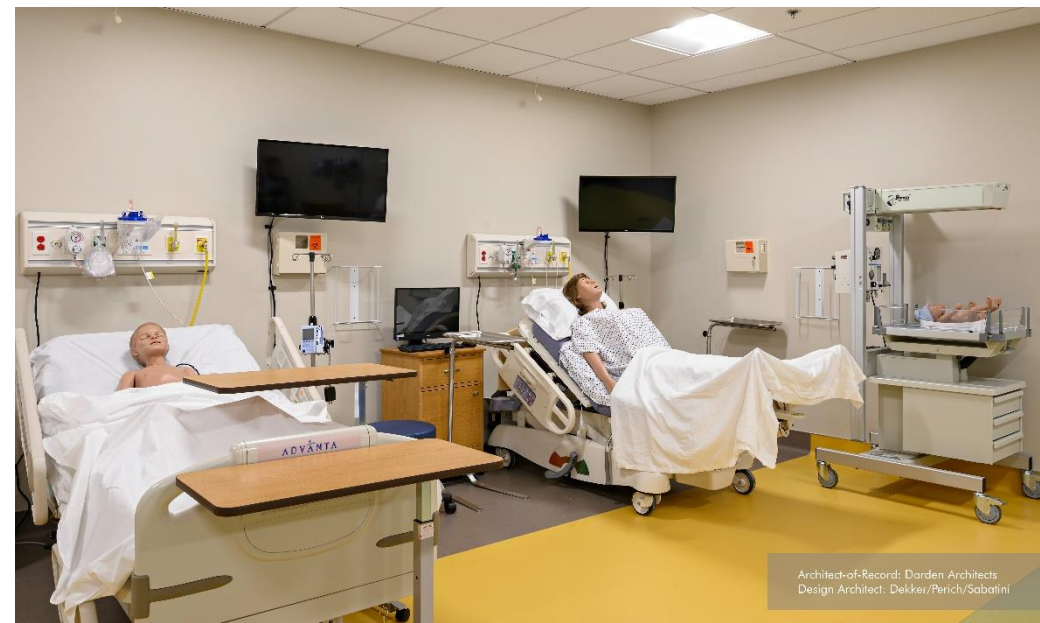
Steve Jobs, Stanford Commencement, 2005

The Students are Coming!



And DONE!





A large billboard with a red background and white text reading "HELP WANTED". The billboard is mounted on a metal structure with scaffolding. The background is a clear blue sky with some light clouds.

**HELP
WANTED**

Standardized Patients Wanted

Let Them Do What They Do Best



- Ask for help early
- Keep communication lines open
- Know what you are asking for before you ask
- Use recruitment strategies

Let Them Do What They Do Best

- Get your ducks in a row
THEN ask for help
- Strategize collaboratively
- Be creative in the process
- Brand all materials, let the experts do the work



Let Go of Some Money

- Be willing to spend a little
- Strategize where the money will go
- Think about social media
- Let the experts brand the subject



Conclusions



Be Prepared

- For the unknown

- Changes in curriculum

- Changing requests for SPs

- Schedule changes

Be Trained

- Learn as much as you can

- Train others: two-way learning

Be Flexible

Be Positive

***‘If everything works the
way we expect it to . . .
what’s the point?’***

Jaymie Hyneman, Mythbusters



Nanami's email



Leslie's email

