Policy and Procedure Manual

UW Health Clinical Simulation Program and Facilities

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UW Health Clinical Simulation Program and Facilities

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Our Vision

Offer a leading-edge simulation program that promotes sharing of clinical knowledge and skills across disciplines and practitioner populations to improve the quality and safety of patient care in Wisconsin and beyond.

Our Mission

Create a comprehensive educational healthcare simulation program with focus on the healthcare team as well as the individual practitioner:

- Serving a variety of disciplines
- Benefiting learners of all skill levels
- Defining and measuring competencies
- Enhancing patient and provider safety and quality by demonstrating best practices
- Advancing the science of simulation in healthcare
1. Introduction to the UW Health Clinical Simulation Program (CSP)

   a. Location – The main facility is located in the University of Wisconsin Hospitals and Clinics Authority University Hospital on the first floor in the H6/1 module across from the cafeteria.

   b. Hours of Operation – CSP normally operates 8:00 am to 5:00 pm Monday through Friday. After hours and weekend access need to be approved in advance by the CSP administration before scheduling a simulation event.

   c. After hours use of the Skills and Procedures Laboratory is limited to individuals and groups actively participating in an approved program by the CSP. Access may be granted by CSP administration through a UW Health ID badge. The approved-users list will be reviewed on a semi-annual basis, and infrequent users will be removed. If you need emergency access to the facility after hours, please contact the CSP Program Manager at (608) 890-6241. For additional information regarding the Skills Laboratory Rules for Use, refer to Appendix D on page 14.

   d. Latex – CSP is not a latex-free facility. If you have a latex allergy, use the same protective measures employed by UW Health.

   e. Use and Disposal of Supplies:

      i. It is against UW Health and Clinical Simulation Program policy for items including equipment and supplies taken from the simulation environment to be used for patient care. Never place items in pockets. Check to ensure items used in practice are safe for patient care and that items marked for simulation use are not used for patient care.

      ii. The CSP does not use real medication during simulated activities. Disposable supplies used in simulation have not been used for patient care.

      iii. Supplies and kits may be reused by other learners: please ask for assistance for proper disposal and reprocessing.

   f. Biohazardous Materials – The CSP is primarily a dry lab and only permits limited, contained animal tissue labs on a pre-authorized basis. Protocols for such labs may be subject to review and pre-approval by UWSMPH staff veterinarians.
use of any biohazardous materials such as blood, urine, and any human tissue is strictly prohibited.

g. Food and Beverages – Food is not permitted in simulation laboratories and control rooms. Only covered beverages are permitted in control rooms. Food and beverages are permitted in the lobby and classroom spaces.

h. Markers, Pens, Pencils, etc. – No ink writing instruments (markers, pens, highlighters, etc.) are allowed in the simulation rooms under any circumstances as they may permanently damage manikins. The CSP will provide pencils for use in simulation rooms.

i. Photography and Video – All participants must have on file a signed and dated Authorization Release for Photography and Video form (see page 16).

j. Contact Information – All CSP clients must provide the CSP administration a current cell phone or pager number. This information is required on the Application for Use form, which is available on the CSP website (www.med.wisc.edu/simulation).

k. Dress Code:
   i. Staff and instructors are expected to always present a professional appearance. Refer to UW Health dress code policies and procedures.

   ii. Participants are expected to wear appropriate protective attire for their role, department, and organization, as specified by the instructor, including gowns, masks, gloves and other personal protective equipment.

l. Storage Lockers – To reduce tripping hazards in simulation laboratories, please store all backpacks, books, outerwear and other personal items in classroom spaces or lockers located in the lobby. Locks for daily locker use may be borrowed upon request at the CSP administration desk and should be returned upon event completion. A fee for any lost keys or locks will apply. Lockers are not for overnight use.

m. Personal Property – The CSP is not responsible for any loss or damage to personal property brought into the facility, including any rooms or other locations. You may report any items lost or found at the administration desk located in the main entrance.

n. Conduct – All course directors and instructors are expected to support the mission of the UW Health Clinical Simulation Program. Clients and learners should exercise the highest level of professionalism, integrity, ethics, objectivity and mutual respect in their behaviors and relationships which may affect the CSP. Clients should act in the best interest of the CSP at all times. The CSP administration reserves the right to suspend director, instructor and participant privilege of CSP use for misconduct or misbehavior at any time. A notice will also be sent to the appropriate department notifying it of the reason for the individual(s) suspension.
2. Client Use of the CSP

a. The CSP is available for use by multiple UW schools, departments, programs, individuals, collaborators and community organizations.

b. An Application for Use form (www.med.wisc.edu/simulation) must be submitted and a consult with the CSP team held to review the proposed event prior to scheduling.

c. Approval and priority of use is determined by appropriateness, completeness, and readiness of course and simulation session. These are the primary criteria for scheduling and implementation.

3. Instructor Orientation

a. Orientation:
   i. The CSP will contact new simulation/course instructors to schedule an orientation in advance of the instructor's initial use of the CSP.

   ii. Simulation/course instructors must complete all segments of training prior to using the CSP. Instructor training will be provided by a simulation specialist. Instructor orientation will include, and is not limited to: review of the Policy and Procedure Manual, program guidelines, overview of simulation environment and resources, hours of operation, program map and tour, Application for Use form, planning a simulation, course development, running a simulation, principles of effective simulation, and any additional curriculum as deemed necessary by CSP staff.

   iii. The CSP can refuse the use of the CSP or equipment to instructors who have not completed the above preparation.

b. Acknowledgement of Policy and Procedure:
   i. Prior to initial use of the CSP, instructors must review the Policy and Procedure Manual and sign the Acknowledgement of Policy and Procedure form, acknowledging willingness to comply with all policies and procedure as written in the Policy and Procedure Manual.

   ii. UW Health policies and procedures take precedence over any circumstances not covered in this document and/or the Policy and Procedure Manual.

4. Scheduling Courses

a. All meetings, sessions, classes, training, or any use of space at CSP should be initiated via the Application for Use form.
b. CSP staff will schedule the necessary rooms and equipment for the simulation activity. The CSP may not honor any schedule request unless completed through this process.

c. Any special room configurations, equipment, or instructions will need to be included on the Application for Use form and discussed with the CSP staff in advance.

d. Changes must be submitted at least one (1) business day prior to the event. Changes to a simulation event may be approved only based on availability of rooms, equipment, and staff.

5. Funding/Fees

a. All Applications for Use forms must include course funding information. If this is not available at the time of the submitting the Application, then ‘TBD’ should be indicated in the accounting/funding field. The CSP reserves the right to request funding for the creation and implementation of events, activities and courses.

b. At the client’s request, an estimated budget may be provided prior to the start of development.

c. Fees are based on the fiscal year fee schedule provided to clients upon request.

d. If a course must be cancelled by the instructor, the CSP will evaluate the circumstances, and may institute a course cancellation fee (see section 10, Cancellations).

6. Course Denial

a. Courses may be denied because of unavailability of rooms or equipment and staffing schedule conflicts.

b. A scheduled course will be cancelled if a complete case outline is not received by CSP staff at least 72 hours in advance (excluding weekends and holidays) of a scheduled course. Such cancellations are subject to a cancellation fee (see section 10, Cancellations).

c. In the case of a course denial, the instructor/director requesting CSP simulation services will receive an email and call from CSP staff with a follow-up contact to discuss re-scheduling options.

7. Creating a Course

a. New instructors/courses must:

   i. Complete all segments of training prior to use (see section 3, Instructor Orientation).
ii. Complete an Application for Use form in a timely manner prior to the date of simulation event.

iii. Meet with the CSP curriculum staff to review course information, goals, objectives, logistics, equipment needs and scheduling. CSP may request further information or clarification prior to approval and scheduling.

iv. New simulations/courses will be reviewed by the curriculum staff and/or the CSP Program Manager.

v. Instructors may be asked to complete an evaluation upon completion of the simulation event.

b. Established instructors/courses must:

i. Complete an Application for Use form in a timely manner prior to the date of simulation event.

ii. As determined necessary by CSP staff, meet with the CSP curriculum staff to review course information, goals, objectives, logistics, equipment needs and scheduling. CSP may request further information or clarification prior to approval and scheduling.

iii. Established simulations/courses may be reviewed by the curriculum staff and/or the CSP Program Manager, as determined necessary by CSP staff.

iv. Instructors may be asked to complete an evaluation upon completion of the simulation event.

8. Conducting a Course

a. Scheduling Participants – Instructors are responsible for scheduling, notifying, and communicating with all participants in their simulation event.

b. Signing In/Out – All participants, including instructors, must sign in and out of the CSP at the main administration desk.

c. Instructors are responsible for informing CSP of equipment needed as well as any pre-brief or post-simulation material.

9. Equipment and Facility Use

a. Simulation Equipment:

i. CSP has several types of simulators. Clinical Simulation Program staff will help instructors determine the resources and level of fidelity to meet learning objectives. The equipment and supply lists will be confirmed with
CSP staff during the scheduling process.

ii. Equipment and supplies may be provided by CSP for courses for a fee with the exception of any specialized equipment and supplies. Any necessary equipment and supplies for a course that are not considered standard by the CSP are the responsibility of the requesting individual or department.

iii. Equipment, including simulators, will be inspected prior to the start and upon completion of all usage. Any damage beyond normal wear and tear to CSP equipment during use is the responsibility of the course director, instructor, or individual in the case of independent usage. The individual, department, or program will be billed for the costs associated with repair or replacement.

iv. All instructors and participants must be familiar with the basic functions of the equipment for their simulation. Not all aspects of the simulators need to be addressed, just those that are pertinent to the specific course. If a client wants more in-depth information about how to operate a simulator, he should make an appointment with the CSP.

b. Troubleshooting – A simulation specialist will be available during the duration of the session, and assist in operating and troubleshooting all equipment. The specialist will provide a detailed overview of the simulation center resources and the proper use of all simulation equipment pertaining to your course. In the event that equipment is malfunctioning, he will attempt to repair the equipment. If the equipment cannot be repaired, a replacement will be provided, if possible.

c. Room set up – All rooms will be set up prior to the start of the course by a simulation specialist. Any special requests for room set up should be indicated on the Application for Use form or in consultation with CSP staff and must be communicated to the CSP staff a minimum of 24 hours prior to start of the class.

d. Any unresolved issues should be addressed with the CSP Program Manager.

10. Cancellations

a. For inclement weather, CSP will follow the University of Wisconsin policies and reserves the right to cancel simulations based on inclement weather.

b. Course cancellations:

i. Clients must email or call in **ALL CANCELLATIONS** to the Program Manager/Simulation Coordinator at least 1 business day prior to the scheduled date of the class.

ii. Instructors must email or call the Program Manager/Simulation Coordinator as soon as they are aware that they will be unable to instruct a course.
iii. Instructors are responsible for notifying participants/learners of course cancellations.

iv. Participants should notify the course instructor directly, not the CSP, if they are unable to attend a course.

v. Any cancellations may be assessed a cancellation fee regardless of the amount of notice given.

11. In-Situ Training within the Health Sciences Complex

   a. Use of equipment, staff, and other resources of the CSP are subject to availability and must be requested via an Application for Use form at least two weeks in advance of the simulation.

   b. Disposables/Consumables – A fee is associated with any disposable items used during the equipment usage period. Example: Manikin neck skins, IV arm tubing, simulated blood, endotracheal tubes, and other airway equipment.

   c. Repair – Equipment will be inspected prior to departure and upon return to the CSP. Any damage to the CSP’s equipment during the rental period is the responsibility of the borrower. The individual or his department will be billed for the costs associated with any damages.

12. Reporting Issues

   a. Equipment – Malfunctioning equipment must be reported to the simulation specialist who will attempt to resolve the issue. If the issue cannot be resolved, a room change or replacement of equipment will occur, whenever possible.

   b. CSP Program and Human Resources – For concerns about staff or instructors, please contact the CSP Program Manager at (608) 890-6241.
**13. APPENDIX A: Application for Use**

**Clinical Simulation Program**

**Application for Use**

Please fill out all spaces to the best of your ability. Once we have reviewed your application, you will need to meet with a curriculum and simulation specialist. Upon request, a budgetary quotation will be provided. Please contact the Clinical Simulation Program at (608) 265-1047 or ClinicalSimulation@uwhealth.org with any questions.

**Identifying Information**

**Title of simulation experience:**

**Your name:**

**Event educator:**

**Your department:**

**Your email:**

**Department address:**

**Payment:**

(Examples: UWMC funding string, UW SMPH, check or VISA. Note that payments are not processed through this form.)

**Who are your learners?**

**How many participants will you have?**

**Date(s) requested:**

**Time(s) requested:**

**Estimated duration of your simulation:**

**Frequency:**

**Description of the Simulation**

**Case name(s):**

**Scope of educational training:**

- Psychomotor
- Affective
- Cognitive
- Team training

**Describe what the learners will be doing:**

**Does a governing board provide these training methods?**

- Yes
- No
Equipment Needed

Do you need us to provide medical devices or equipment? If yes, please describe:

Do you need A/V support? If so, what?
(Examples: PowerPoint, capture, playback, etc.)

Goals and Objectives

- [Guide to writing goals and objectives (pdf)]
- [Principles of writing learning objectives (pdf)]

Have you completed a needs assessment?
- Yes
- No

If yes, please provide a synopsis:

Goal(s): What should learners know or be able to do as a result of this event?

Primary objectives (list no more than five):

Miscellaneous information/requests:

Assessment

Who will be assessed?
- Learner
- Instructor
- Curriculum
- Other

If other, please describe:

Briefly describe the assessment method or tool:

Are you interested in professional accreditation for the simulation activity?
- Yes
- No

If yes, which?:

14. APPENDIX B: CSP Terminology

1. **Assessment** – a grade or outcome given to a learner by an assessor/expert indicating how well the learner performed in the simulation. Can include checklists, Likert scales, and narratives. Can be used for formative (teaching) or summative (grading) purposes.

2. **Case** – facilitator and CSP staff information, including flow chart of manikin reactions, medications, patient history. Information that allows faculty and staff to set up and administer the simulation.

3. **Debrief** – post-event review with learners and instructors.

4. **Evaluation** – feedback from learners and instructors on the event, CSP, and case. CSP will also evaluate instructors.

5. **Event** – a simulation session in the CSP. Includes learner orientation, didactic information, hands-on simulation, and debriefing.

6. **Event Coordinator/Event Director** – individual who organizes and oversees a simulation event or program.

7. **Goals** – a generalized statement of intended learning. Goals should be simple, attainable and prioritized based on the greatest need or most important to achieve.

8. **Instructor** – teacher of the simulation.

9. **Learner** – any participant in a simulation.

10. **Learning Module**: a simulation-based module is designed as one component of a course.

11. **LearningSpace®** – software system for AV capture, analysis, delivery and evaluation of the simulation.


13. **Multipurpose Room** – space for learner orientation, didactic sessions, skills training on low fidelity simulators, debriefing, etc.

14. **Objectives** – measurable targets. These are specific observable and measurable behaviors that the instructor wants the learners to achieve/demonstrate.

15. **Pre-brief** – the pre-brief provides learners with materials to review prior to the simulation. The intent of the pre-brief is to augment or enhance the simulation event, and also includes an orientation to the simulation environment and simulators.

16. **Scenario** – orientation or briefing information for the learners, including advance readings, preparation information about the event, and patient or case information (patient history).

17. **Scripts** – any role play information for standardized patients, team members or confederates taking part in the simulation.

18. **Simulation Laboratory** – one where the hands-on simulation session is conducted, usually with the use of a high fidelity manikin and A/V capture.

19. **Skills and Procedures Laboratory** – one where learning and practicing of fine motor skills is conducted.

20. **Survey** – pre- and/or post-event learner data, such as level of understanding of the concepts to be taught in the simulation, experience with the skills to be taught, demographic info, etc.

21. **Task trainer** – low fidelity/technology simulators that target one or a very limited number of health care skills.

22. **Virtual Reality Simulator** – one using computer generated images.
15. APPENDIX C: Discrimination, Harassment and Retaliation

_Harassment_ includes, but is not limited to, unwelcome verbal abuse such as offensive racial, ethnic, or sexual threats or comments, physical conduct such as touching, rude gestures, or any type of pressure to engage in sexual activity.

Sexual harassment is a form of sex discrimination. It is defined as unwelcome sexual advances directed at a member of the opposite sex or the same sex, and other verbal, physical, or visual conduct of a sexual nature when such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

_Sexual harassment_ includes, but is not limited to, unwelcome comments, jokes, pictures or remarks, questions, whether oral, in writing or sent via e-mail that are sexual in nature or content. Making obscene or lewd remarks or gestures can also be sexual harassment. This kind of conduct is improper even if there is no intent or purpose to offend someone. This conduct should not occur in the workplace.

Any incident of harassment should be reported to the CSP director or your own supervisor.

_Retaliation_ against anyone for reporting discrimination or harassment, assisting in making a discrimination or harassment complaint, cooperating in a discrimination or harassment investigation, or filing an EEOC claim is prohibited. Retaliation activities should be reported to your immediate supervisor or your human resources department.

The following are the University of Wisconsin Hospital and Clinics policies on discrimination, harassment and retaliation. The CSP and all participants in simulations are expected to understand and adhere to these policies:

**No Discrimination/Harassment/Retaliation**

1. It is UWHC's policy to provide a work environment free from unlawful discrimination and harassment for all persons. Discrimination and harassment are unacceptable and will not be tolerated. Complaints of discrimination and harassment will be investigated and resolved in accordance with this policy and any applicable federal, state and local laws.

2. Retaliation against an employee for bringing a discrimination or harassment concern or complaint in good faith, or for participating in an investigation of such a concern or complaint, is prohibited. Retaliation is a serious offense, which can lead to disciplinary action independent of the merits of the underlying allegations and is prohibited by state and federal law. Before initiating a review of the allegations or interviewing any witness or accused employee, the department and/or ELRC will discuss this non-retaliation policy with the employee, witnesses, and the accused.

3. This policy applies to all communications and transmissions, including telephone conversations, voice mail, hard copy communications, face-to-face discussions, communications through electronic media (including e-mail and the Internet), and other developing technologies/media (Hospital Administrative Policy 9.04, Work Rules: UWHC Authority).

4. UWHC does not tolerate discourteous or disrespectful conduct by employees in the workplace. This includes, but is not limited to, disruptive, offensive, intimidating, disrespectful, or other behaviors that create a risk to the health and safety of employees and patients. Complaints alleging such conduct but not falling within the scope of this policy will be addressed in a prompt and appropriate manner.
Skills Laboratory Rules for Use

Please be Advised:
There is no supervisor present. This area may be under video surveillance and capture. The Clinical Simulation Program (CSP) is not liable for accidents or injuries as a result of laboratory usage. Use of the Skills Laboratory, resources and supplies are subject to availability and will be loaned and replaced at the discretion of the Clinical Simulation Program.

Rules for Use:

1. **All users must be pre-authorized by CSP Staff.**
   Please complete a Skills Laboratory Access Request form and return it to the Clinical Simulation Program (located at H6/1) during hours of operation, 8:00am to 5:00 pm Monday to Friday. CSP staff will activate badge access via the entrance located at H6/111 and provide a brief orientation to the Skills Lab.

2. **All users must individually scan ID badges prior to entry.**

3. **All equipment and materials in the laboratory must be used solely for their intended purpose, and may not for any reason leave the laboratory.**

4. **It is the responsibility of the requester to be trained on all tasks, procedures and/or simulators by an appropriate Resident or Faculty member prior to use in the Skills Laboratory.**

5. **Absolutely no tissue or blood work is permitted.**

6. **Do not use any simulators or perform any tasks or procedures for which you have not been clinically trained. Do not use any simulators for which you have not been oriented by CSP staff.**

7. **All food and beverages are prohibited.**

8. **Clean your work space when you are finished:**
   - Wrappers, threads, gloves and other used supplies in trash
   - FLS trainers unplugged and monitors turned off
   - All equipment and durable supplies returned to their proper places
   - Proper disposal of all sharps in designated containers is **mandatory** prior to exit

**Failure to comply with these rules may result in a termination of 24-hour access privileges.**

*Thank you for your compliance in maintaining a safe and secure area.*
*In the event of an emergency, please contact hospital security at (608) 263-7065.*
*For more information, please contact Clinical Simulation Program staff at the desk during business hours, (608) 265-1047 or visit [www.med.wisc.edu/simulation](http://www.med.wisc.edu/simulation).*
16. APPENDIX E: Authorization Release for Photography and Video

**UW Health Clinical Simulation Program: Sign-In Sheet**

Photos and videos may be used for educational and research purposes. By signing in, you are acknowledging your agreement.

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Acknowledgement of Policy and Procedure

I, ______________________________, acknowledge that I have access to the UW Health Clinical Simulation Program’s Policy and Procedure manual located at http://www.med.wisc.edu/simulation. I have read and understand the content of the manual. I am aware that there may be changes made to this manual from time to time, and that I will be responsible for reading and abiding by said changes.

The Clinical Simulation Program does not allow invasive procedures on each other or other people, including: no needle sticks, no injections, no medications and no airway devices on real people. We do allow standardized patients to “act” as a patient, or learners to volunteer as a model for ultrasound, but these are non-invasive procedures only. The Clinical Simulation Program has emptied all real medications vials and syringes and replaced them with air or water, so there will be no confusion with real medications.

I am further aware that I may contact the UW Health Clinical Simulation Program Administration in regards to any questions or concerns. I understand that failure to abide by the terms of this manual may lead to a suspension (temporary or permanent) of UW Health Clinical Simulation Program facility privileges.

____________________________________
Participant Signature

________________________
Date

Please sign and date this form, and return to CSP Administration prior to use of CSP facilities. Participants will not be permitted to use CSP facilities without a signed Acknowledgement of Policies and Procedures form. Thank you for your cooperation.