OVERVIEW

The people of Loyola promise patients that we go beyond the illness to treat the whole person ~ We also treat the human spirit.

Mission Statement

The Selfridge Clinical Skills Center, Loyola University Chicago Health Sciences, reaffirms its primary goal of the education of health care professionals, as well as its dedication to higher education and excellence in teaching, research, patient care and community service; consistent with our Jesuit tradition of disseminating knowledge and generating innovations in basic and clinical research, patient care, and education; and emphasizing the social, moral, and spiritual growth of students, patients, faculty, and employees.

Purpose of Handbook

This standardized patient handbook is designed to provide you with important information regarding policies and procedures, your wages, and your responsibilities as a standardized patient (SP) here at Loyola University Chicago Health Sciences Selfridge Clinical Skills Center.

Please read the contents of this handbook carefully. The Clinical Skills Center (CSC) created this handbook to address commonly asked questions regarding your work as a standardized patient (SP). Should you need further explanation of the items covered, please contact Donna Quinones at 708-216-1210 or Maureen Flaherty 708-216-2350.

The contents of this handbook are presented for information purposes only and supersede all former standardized patient information issued by the Clinical Skills Center (CSC). The Clinical Skills Center reserves the right to change, suspend, or cancel, with or without notice, all or any part of the policies, procedures, wages and responsibilities discussed in this handbook.

This handbook is applicable to all those who will act as a SP in the CSC. This handbook is intended to provide SPs with information on policies, procedures and wages and does not serve as a contract between the SP and CSC. Employment as a SP within the CSC is not guaranteed and may be ended by the SP or the CSC at any time.

Responsibilities of the Selfridge Clinical Skills Center

The primary purpose of the Selfridge Clinical Skills Center is to support the educational experience for medical students, nursing students, residents, graduate nursing students, attendings, staff nursing and all other health care providers associated with the Health Sciences Division, including the teaching and assessment of Clinical Skills. The responsibilities of SPs will be discussed in more detail in another section of this handbook.
1. **CSC Office Hours and Staff**

Office hours are 8:00 a.m. to 5:00 p.m., Monday-Friday.
Keith Muccino, M.D., Director, 708-216-8763
Donna Quinones, Administrative Director 708-216-1210
Maureen Flaherty, Standardized Patient Educator & Coordinator, 708-216-2350
Anthony Dwyer, Clinical Skills Assistant, 708-216-3363

2. **CSC Staff Welcome**

Welcome and thank you for your interest in serving as a SP (standardized patient) here at Loyola’s Health Sciences Division. You too are now part of a nationally recognized Jesuit Catholic institution with a rich tradition of excellence in higher education and healthcare. In your role as a SP you too will contribute to the future education of health care professionals.

Please accept our personal best wishes for success.

Sincerely,
Keith Muccino, M.D., SJ – Director- Center for Simulation Education
Donna Quinones
Administrative Director – Center for Simulation Education
Maureen Flaherty
Standardized Patient Educator & Coordinator, Selfridge CSC
Anthony Dwyer
Clinical Skills Assistant, Center for Simulation Education
POLICIES AND PROCEDURES

Equal Opportunity Employer
The CSC Center as part of the Loyola University Chicago Health Sciences Division, an Equal Opportunity/Affirmative Action employers, abides by all applicable provisions of Federal, State and Local law.

Loyola will not tolerate racial, sexual or any other form of harassment of students, faculty, staff employees, or standardized patients and has established policies and procedures to promptly address any complaints.

Definition of a Standardized Patient (SP)
A Standardized Patient (SP) is a person who has been coached to accurately and consistently portray the history, physical findings, personality, emotions and behavior of an actual patient at a particular point in the patient’s course of illness. In some CSC exercises a SP simply serves as a model for the examiner.

Working Environment
The CSC center is located on the third floor within the Stritch School of Medicine. Upon entering the building you may take the stairs or elevator to the third floor. Exit the elevator to your left and turn left again down the hall. The CSC occupies rooms 330 and 398. Within room 330 there are 14 patient exam rooms, 2 bathrooms and an office. Room 398 houses computers for real-time observation of encounters, as well as student post encounters.

Parking for SPs
SPs may park in the visitor lot for any CSC activities and the SPs parking will be validated by CSC staff. SPs also need to obey all parking restrictions posted. SPs choosing to park in restricted areas are solely responsible for any parking violations they may incur.

Hours of Work
The work schedule for a SP often varies and is subject to the operational needs of the CSC. The program manager and other CSC staff will provide you with an exact schedule prior to each exercise you are scheduled to work. CSC activities occur at various times of the day, including evenings, and weekends. Prior to your hire as an SP for a case you will be made aware of the specific dates and times the CSC would like you to serve as a SP.
**Wages/Compensation**

As a SP you are considered an independent contractor and as such are not an employee of Loyola University Chicago Health Sciences Division and therefore you have no benefits. As a SP your wage will be made known to you prior to your accepting the assignment. Individuals serving as SPs are paid a flat pre-determined amount, which is made known to the SP at the time of his/her training for the patient role.

Compensation varies from case to case and is in part determined by the complexity of the SP role, the number of encounters a SP is expected to perform, if a physical exam is part of the role, and expected length of time that the SP will need to be present on-site.

You should expect to receive your check within 3 weeks of the last day that you worked. Taxes are not deducted from the SP’s check.*. However, Loyola University Chicago will provide for the SP a federal 1099 form at the end of the year. In order to process the pay for an individual SP it is necessary to have the individual’s correct social security number and address. You will be asked to provide this information at the time of your hire for a SP role. It is the responsibility of the SP to provide the CSC with changes in address or name changes.

---

*SPS who are also Loyola employees will have taxes deducted
EXPECTATIONS FOR BEING A STANDARDIZED PATIENT

The role of an SP is both rewarding and challenging. Prior to your actual hiring for a case, the CSC staff will provide for you a detailed outline of your SP role. SPs must be accurate and consistent each time they present a case and they must stay in “role”. Simply put, this means that the SP must take on the personality, emotions, and behaviors of the actual patient they are portraying. Another important role the SP has is to provide feedback to the “clinician”. The clinician may be a medical student (ranging from year 1 to year 4), a nursing or graduate nursing student, a resident or even an Attending. Depending upon your role you may also be required to complete several checklists. Checklists used vary from exercises to exercise. However, one checklist that is almost always used is the Patient Perception Scale (PPS). The PPS is a component in nearly every clinical skills exercise and you will receive detailed instructions regarding this instrument during your training. Some checklists will ask you to recall whether or not the examiner asked you something specific or whether or not the examiner performed a certain physical exam step. During training you will receive detailed training on all of these items including feedback. The SP must also maintain the confidentiality of the case materials.

What makes a good SP?

- SP is accurate each time they present the case
- SP completes paperwork accurately
- SP always stays in “role”
- SP provides feedback using the feedback principles learned in training
- SP respects the confidentiality of all CSC materials
- SP arrives prepared for role
- SP is punctual and reliable.

Training and Validation

Training is required of every Standardized Patient prior to actual work. The number of hours required for training varies, dependent on the difficulty of the material being learned. Competency in roles will be validated by the Standardized Patient Program Trainer and/or CSC staff. Because of the confidential nature of case materials, SPs who work in the CSC agree to not share any training or assessment materials with any other individual or institution. SPs are paid a flat fee of $25.00 for training which is added on to the predetermined rate provided the SP keeps the commitment to work. In other words, if an SP has come in for training but then does not show up for the CSC event that they were scheduled for, the SP forfeits the $25.00.

Program Assignment and CSC Cancellation Policy

Work assignments are made by the CSC Program Manager and CSC Staff. The CSC cannot guarantee a fixed minimum or maximum number or CSC activities an individual may work. An SP activity that is cancelled by the CSC due to extreme emergencies, such as inclement weather, will result in no pay to the SP.
Standardized Patient Cancellation Policy

Our academic year runs from July 1 – June 30. You will be asked for your availability for our academic calendar in May. You will be sent all dates for which you have been scheduled by the middle of June. We expect you to honor all commitments. A reminder email will be sent to you 10-14 days prior to each exercise you have been scheduled for. Standardized Patients canceling two consecutive work assignments may be dismissed from the program. Standardized Patients arriving late, or not arriving at all, for one assignment may be dismissed from the program.

*If you are ill the day of the exercise, please call Donna at 708-216-1210 or Maureen at 708-216-2350 and leave a message. You may also try the Control Center (Rm. 398) at 708-216-5247.

EDUCATIONAL OUTGROWTH
SPs must agree that the CSC and its associated organizations and activities are authorized to take, obtain and make use of photography and film footage of any activities as a Standardized Patient, without compensation, to be made available to publications, radio, television and other media at CSC’s discretion. SPs understand that this provision of the agreement will remain in effect after this agreement is terminated.

SPs will be asked to sign a release to be video recorded. All recordings are the property of the CSC.

LIABILITY
SPs must release the CSC, its officers, employees and agents from any liability connected with activities pursuant to this appointment agreement including, but not limited to, liability related to any injury or illness occurring to the SP from any cause, provided that this release shall not apply to liability resulting from the negligence of CSC, its officers, agents or employees. This release will remain in effect after this agreement is terminated for any reason.

EMERGENCY PROCEDURE
In the event of any medical emergency, assistance should be sought in the emergency department or 911 depending on the urgency of the problem.
CLINICAL SKILLS

The clinical skills area is comprised of 14 exam rooms as well as a monitor room. The design allows student-centered learning. Students develop the essential clinical skills necessary for interviewing patients, actively listening to them, and performing physical exams. Students are video-recorded as they learn and practice their clinical skills. Then they can use the video-recordings for self-assessment, peer assessment, and instructor assessment.

View of Exam Room                           View of Monitor Room

View of Video stations within monitor room

Students working at computer stations within the monitor room