

The Simulation Center at Fairbanks Hall

Table of Contents

- 1. Mission / Vision / Goals**
- 2. Introduction**
- 3. Customer Utilization**
- 4. Facilitator Orientation**
- 5. Scheduling**
- 6. Fees / Invoicing**
- 7. Simulation Event Approval**
- 8. Simulation Event Creation**
- 9. Conducting a Simulation Event**
- 10. Safety**
- 11. Confidentiality**
- 12. Equipment / Facility Use**
- 13. Media Retention and Deletion**
- 14. Cancellations**
- 15. In-Situ Training**
- 16. Reporting Issues**
- 17. Terminology**
- 18. IU Health Policies**

Our Mission

To develop, deliver, and evaluate clinical and interprofessional education and training activities for learners, faculty, and staff to enhance competence and strengthen collaborative practice across the continuum of care.

Our Vision

- Provide a safe simulated environment for learning, where quality patient care is emphasized, through the utilization of evidenced based clinical decision making and evaluation methods.
- Foster simulation research to improve healthcare education, processes and outcomes.
- Cultivate relationships between disciplines and specialties to impact collaboration and mentorship.
- Create simulation based educational programs to assist in maintenance of certification, to improve and enhance the simulation community and to serve as outreach to professional organizations.
- Develop and validate new innovations, skill sets and technologies.
- Ensure high quality customer satisfaction through transparency, communication, efficiency and feedback.

Our Goals

To prepare health care professionals for the complex health care environment and care of today's patients in a safe, competent manner. Within the center, activities and simulations will be developed to promote interprofessional, collaborative care among the health care practitioners. The simulation center will provide authentic experiences to prepare and assess learners using simulations in a variety of platforms, e.g. patient simulators, actors, task trainers, virtual reality multimedia, and other methods.

2. Introduction

The Simulation Center at Fairbanks Hall is jointly operated by Indiana University School's of Medicine and Nursing as well as Indiana University Health. The simulation center's mission is to provide a replica of the patient care environment where health care providers can learn to apply cognitive, psychomotor and affective skills in an interprofessional approach. Please take a few moments to thoroughly read and understand the following policies, procedures and guidelines for use.

- a. Location – The main facility is located within the Indiana University Health campus on the fourth floor of Fairbanks Hall, 340 W. 10th Street, Suite 4100/4200, Indianapolis, IN 46202
- b. Hours of Operation – The simulation center normally operates 8:00 a.m. to 5:00 p.m. Monday through Friday. After hours and weekends need to be approved in advance by simulation center administration before scheduling and may require overtime compensation depending on logistics of the event.
- c. Transportation – The simulation center is most easily accessed via the IU Health People Mover, Canal stop. People Mover tracker information can be found on the simulation center or IU Health website. In addition, the simulation website offers information for travel by foot or the campus shuttle should the People Mover not be operational.
- d. Parking – Employees utilize the Fairbanks Hall main lot, however, this is not available for visitors. Visitors can utilize the guest lots on the east side of the building near the main entrance, street metered parking, or the overflow lot known as “IU Health A Lot” or “Lot X” located 1 block north and 1 block east of the main Fairbanks Hall entrance.
- e. Latex – The simulation center is not a latex-free facility. If you have a latex allergy, it is important to make center staff aware and follow the same protective measures employed by IU Health.
- f. Medication Usage – The simulation center does not use real medications during any simulation event. At the end of any session, it is essential to leave vials in the simulation center facility. The simulation center is not responsible for any simulated medications leaving the facility.
- g. Biohazardous Materials – The simulation center is a dry lab. We do not allow any tissue or animal work. Any such use of live tissue in any simulation center event requires prior written simulation center administrative approval. Disposal of tissue will be the responsibility of the scheduling party. Two locations for live tissue use include the Surgical Technology Center on the IUPUI campus and Medical Research Animal Lab at Methodist.
- h. Food and Beverages – Refreshments are permitted only in the lobby and break areas. No food is allowed in the simulation space unless previously arranged with administration and specifically designated to a safe zone.

- i. Policies and Procedures –IU Health policies and procedures take precedence over any circumstances not covered in this document.
- j. Photography and Video – All participants must have on file a signed and dated *Authorization Release for Photography and Video* form. (See attached)
- k. Contact Information – All simulation center customers must provide the center’s administration staff current contact information (email and phone number) and relationship to the center. This will aid in prioritization of services and any charge requirements associated with simulation activities.
- l. Dress Code- All attendees are expected to dress in professional attire.
 - i. Staff, Instructors, Learners
 - 1. See IU Health policy
 - 2. See IU School of Medicine Policy
 - 3. See IU School of Nursing Policy
 - ii. Volunteers
 - 1. See IU Health HR Shadowing Policy
 - 2. See IU School of Medicine Policy
 - 3. See IU School of Nursing Policy
- m. Conduct – IU Health code of conduct policy number MS3.07. All educators are expected to support the mission of The Simulation Center at Fairbanks Hall. Participants, facilitators, and clients should exercise the highest level of professionalism, integrity, ethics, objectivity, and mutual respect in their behaviors and relationships at the simulation center. Participants should act in the best interest of the simulation center at all times. The simulation center administration reserves the right to suspend educator and/or learner privileges of simulation center use for misconduct or misbehavior at any time. A notice will also be sent to the appropriate department notifying them of the reason for the individual(s) suspension.
- n. Catering is allowed at customers’ expense and providers include, IU Health and local vendors.
- o. Noise - The simulation center is a learning environment and all events can be affected by environmental factors such as excessive noise and interruptions by unsupervised individuals. We encourage limited conversations in common areas such as hallways, reception areas and control room spaces. Individuals failing to comply will be asked to leave the simulation space.
- p. Wandering/loitering - Individuals should remain with their educational cohort and refrain from arriving more than 15 minutes prior to their event and should depart from the simulation center promptly at the completion of their educational event.
- q. Printer/Copier/Scanner/Fax Use - Unauthorized use by non simulation center personnel is prohibited.

- r. Computer utilization – Simulation center computers are for simulation use only and all other use is prohibited.

3. Customer Utilization

- a. The simulation center is available for use by all IU Health, IU School of Medicine, IU School of Nursing and outside collaborators and community organizations.
- b. A simulation request (<http://iuhealth.org/sim-center>) must be submitted and a center representative will contact the client to review the proposed event prior to scheduling.
- c. Priority of use is determined by appropriateness, completeness, readiness of the simulation session and level of fidelity. The hierarchy noted below can be used as a guide to priority setting. Events that are deemed low priority and scheduled in advance may be rescheduled or adjusted to accommodate high priority events with increased number of learners affected. The simulation center administration will work to the best of their abilities to assist all events in accomplishing the goals.

Simulation

- 1. Interprofessional simulation
- 2. Multidisciplinary simulation
- 3. Single discipline simulation
 - a. Summative
 - b. Other
- 4. Research simulation
- 5. Task training
- 6. Didactic
 - a. Related to simulation
 - b. Other

Virtual Clinic

- 1. Summative Exam
- 2. Interprofessional simulation
- 3. Single Discipline
 - a. Male/Female Exam
 - b. Other
- 4. Video recording mandated simulation
- 5. Research simulation
- 6. Practice exam
- 7. Task training
- 8. Didactic

Tours

All tours require prior approval from a member of the governance board.

Grants

1. Large external grant funding
 2. Local or regional
 3. Internal
 4. In-kind donation
-
- d. All simulation center facilities are to be used exclusively for events that involve simulation, rather than meetings, lecture classes, or conferences which should be held in a general classroom or conference room.
 - e. Lockers are available for all users at the simulation center; with lock and key provided. Users are responsible for replacement of lost keys.
 - f. The simulation center 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 front desk located in the main entrance.

4. Facilitator Orientation

- a. It is imperative that all instructors/facilitators review the policies and procedures documents.
- b. New simulation sessions will be reviewed by the curriculum staff and/or the simulation center coordinator, manager, or director.
- c. The simulation center has several types of simulators and equipment. All facilitators and participants must be familiar with the basic functions of the equipment for their simulation. Not all aspects of the simulator need to be addressed, just those that are pertinent to your specific simulation. If a customer wants more in-depth information about how to operate a simulator, the center staff is happy to set up a separate appointment.

5. Scheduling Events

- a. All meetings, simulation sessions, classes, training, or other use of space at the simulation center must be initiated via the online simulation request form in a single event fashion.

- b. Simulation center staff will schedule the necessary rooms and equipment for the simulation activity. The simulation center staff will not honor any schedule request unless completed through this process.
- c. Any special room configuration, equipment, or instructions will need to be included in the request and discussed with center staff in advance.
- d. All events scheduled must have the **case templates and any mannequin programming** needs to be submitted in writing to simulation center staff a minimum of **30 days prior to event date**. The center retains the right to refuse confirmation for event requests when this policy is not met.
- e. Once rooms and equipment have been finalized, a confirmation notice will be sent to the customer for their records.
- f. Any **changes to rooms, personnel, equipment or supplies** must be submitted in writing to the simulation center staff no less than **10 business days prior** to the event to allow proper amount of time for adjustments to assure the customer of a quality simulation event.
- g. Any **changes** that involve **scenario script/programming, or logistics with class rosters, rotations, evaluations** must be submitted in writing no less than **10 business days prior** to the event to assure the ability to carry out a quality simulation event.
- h. Any **large or interprofessional event must have a face to face meeting** with the coordinating simulation center staff to assist in proper planning for all parties involved.
- i. Any **changes** that involve a **multi-session event** should be submitted in writing no less than **30 days prior** to the event to assure a quality simulation.

6. Fees / Invoicing

- a. All simulation requests must include invoicing information. The simulation center reserves the right to request invoicing information for the creation and implementation of events, activities, and course.
- b. All simulations need an approved, estimated budget completed prior to the start of development.
- c. Fees are based on the customers relationship to the IU Health, and IU School's of Medicine and Nursing
 - 1. IU Health Academic Campus cost = supplies and standardized patient expenses
 - 2. IU School of Medicine cost = supplies and standardized patient expenses

3. IU School of Nursing cost = supplies and standardized patient expenses
4. IU Health / IU School of Medicine Residencies cost = annual resident rate plus supplies and standardized patient expenses.

The annual resident fees are currently scheduled as follows:

2017 - \$120 per resident per year
2018 - \$130 per resident per year
2019 - \$140 per resident per year
2020 - \$150 per resident per year

5. Outside educational program cost = base rate for rooms, equipment, staff, supplies, standardized patient, recording, and consultative services based on and hourly rate
6. If a simulation must be cancelled by the facilitator, the simulation center will evaluate the circumstances, and may institute a simulation cancellation fee. *See section 13; Cancellations.*

7. Simulation Event Approval

- a. Simulation requests may be denied because of unavailability of rooms or equipment, staffing schedule conflicts, and/or incomplete documentation and work product necessary to carry out the simulation event.
- b. In the event of a simulation event denial, the educator requesting the services will be contacted by simulation center staff via email or phone call with follow-up contact to discuss re-scheduling options.
- c. Events remain in the “review” status until all activities associated with the event (rosters, equipment/personnel needs, programming, cases, etc...) are submitted and complete.

8. Creating a Simulation Event

- a. New Simulation Event
 1. Complete a simulation event request form online at least 30 days prior to the date of simulation.
 2. Meet with simulation center staff to review simulation information, goals, objectives, logistics, equipment and supplies needs, and scheduling.

3. Center staff retains sole discretion to require a pilot of new or modified events. The center reserves the right to cancel or reschedule any event for which a pilot was required but not completed.

b. New Standardized Patient Event

1. Complete a standardized patient event request form online at least 30 days prior to the date of the simulation.
2. Have standardized patient case scenario to the Standardized Patient Educator at least 30 days prior to the simulation.
3. Standardized patient training will need to occur a minimum of 5 business days prior to the event.
4. Finalization of door note and checklist must be completed no less than 5 business days prior to the event.
5. Male/female and/or sensitive exams require a trained practitioner or faculty member familiar with the procedure to be on site for the complete time of simulation event.
6. Faculty, practitioner, or facilitator in attendance need to be attentive and available at all times.
7. Case demographics are filled according to standardized patient availability.
8. Timeframe of the learner encounter or number of learners will determine feasibility of event.
9. Recommended length of checklist for standardized patients less than 25 items.
10. Directives for verbal or written feedback must be determined prior to any standardized patient training.
11. Standardized patient breaks will be incorporated into the event timeframe.
12. Information technology equipment will be operated by simulation staff at all times.
13. One person is allowed in the control room per proctor computer, with a maximum of 10.
14. Standardized patients will be scheduled for 30 minutes prior to the start of the event.
15. Standardized patients will be scheduled for a minimum of 2 hours.

c. Established Simulation Events

1. Simulation center staff may request further information or clarification prior to the approval of scheduling.

9. Conducting a Simulation Event

- a. Scheduling participants – educators are responsible for scheduling, notifying, and communicating with participants and learners in the simulation event.
- b. Facilitators, educators, and/or faculty are responsible for orientation and attendance of the participants. For any orientation provided by center staff due to lack of group involvement, the center holds no responsibility for information disseminated.

10. Safety

- a. Learner safety may be compromised physically and psychologically in the simulation environment. This policy seeks to prevent risks to learners and address compromises should they occur.

Physical Safety - Medical equipment utilized in a simulation are likely to be actual working equipment, for example, defibrillators. Learners shall follow basic safety precautions utilized in hospital or clinical practice as per regulatory bodies (e.g. OSHA, FDA). In the case that basic safety precautions are not taken that could physically harm any participant, the center staff shall cease the simulation immediately. In the case that any participant is physically harmed, measures shall be taken by center staff as appropriate to IU Health policy.

Psychological Safety - Simulations are often developed to create a psychologically pressurized environment that emulates actual patient care scenarios. The pressurized environment or the nature of the scenario may potentially affect a learner psychologically. If the course facilitator or center staff determines that the scenario is compromising the psychological safety of any participant, center staff shall cease the simulation immediately. In the case that psychological safety is compromised, center staff and the course facilitator shall take measures as appropriate to Human Resource policies and provide that person(s) with information and a referral to student or employee services per institution procedure.

11. Confidentiality

All center users, participants, and observers must sign the “Confidentiality Agreement” form prior to participation in any simulation (see attachment).

The objective of patient simulation is to train individuals to better assess and improve their performance in difficult patient care situations. The scenarios are designed to exacerbate the likelihood of lapses and errors in performance. Failure to maintain confidentiality may result in unwarranted and unfair defamation of character of the participants any may cause irreparable harm to faculty and participants, as well as impair the effectiveness of simulation-based training. Because of these potential issues:

1. All staff, users, faculty, participants, and observers shall maintain strict confidentiality regarding any performance witnessed in real time or on media
2. All staff, users, faculty, participants, and observers may discuss in general terms the technical and behavioral skills acquired and maintained during training at the center
3. All staff, users, faculty, participants, and observers shall maintain strict confidentiality regarding the specific scenarios to which they were exposed.

Refusal to Sign Agreement - Any participant that refuses to sign the “Confidentiality Agreement” will be dismissed prior to any simulation. As decided by the course leader and/or facilitator, the facilitator may schedule an additional one-on-one session with the participant refusing to sign the agreement. The center is not responsible for any dismissals and any costs associated are the sole responsibility of the event group.

12. Equipment and Facility Use

- a. Equipment and supplies will be provided by the simulation center for simulation events with the exception of any specialized equipment and supplies. If the customer desires to bring their own supplies this is allowed and should be discussed with the simulation center staff at time of case preparation. Any necessary equipment or supplies for a simulation that are not considered standard by the simulation center staff are the responsibility of the requesting individual or their designee.
- b. The equipment and supply lists will be confirmed with the simulation center staff during the scheduling process.
- c. Simulation center equipment will be inspected prior to the start and upon completion of all simulation events. Any damage beyond normal wear and tear to the simulation center equipment during the event is the responsibility of the simulation event facilitator. He/she or the department/program will be billed for the costs associated with repair/replacement.

- d. Troubleshooting – A simulation technician will be available during the duration of all simulation sessions, and will assist in troubleshooting equipment. In the event that equipment is malfunctioning, they will attempt to repair the equipment. If the equipment cannot be repaired, a replacement will be substituted if available.
- e. Set-up – all room set-ups will be done prior to the start of the event by the simulation technician. Any special requests for room set-up should be communicated to the simulation center staff. It is the responsibility of the facilitator involved with the simulation event to review the room set-up prior to the event to acknowledge and assure all needs have been addressed.
- f. All unresolved issues should be addressed with the simulation center coordinator or manager.
- g. The use of center equipment off-site must be coordinated through the center scheduling system. Additionally, the equipment must be signed out at time of loan, and signed in at time of return.
- h. High fidelity equipment/simulators require center staff to be present for all uses. Off-site utilization will require prior approval and may not be accommodated.
- i. All simulation center equipment and supplies are kept separate from clinically approved materials by physical structure separation. Additionally, all simulation center equipment is not intended for patient use, and is stickered, when appropriate, with “Not Safe for Patient Use”.

13. Media Retention and Deletion

The center reserves the right to retain and use video recordings and media for purposes including, but not limited to, education, clinical improvement, research, scientific, public relations, advertisement, promotional and/or fund raising.

- a. Media requests for release must be received in writing and approved by center management. Users must provide their own export device and secure media from a secure center access point.
- b. All media retained will be stored securely behind IU Health firewalls and network access to maintain confidentiality of files.
- c. Media involved in research will be retained and securely stored by the Principle Investigator (PI) for the time period designated by IRB policies.
- d. Media involved in undergraduate medical education (UME) will be retained and securely stored for the time of enrollment for each student. Monthly secure archives will be created to remove media

from active drives. Requests for media must follow policy. *Section 13;a*

14. Cancellation

- a. For inclement weather, the simulation center will follow the policies for IU Health, and IU School's of Medicine and Nursing. The simulation center reserves the right to cancel a simulation event based on inclement weather. The policies are listed below for each respective entity.
 1. IU Health Policy – EC1.04
 2. IU School of Medicine
 - a. MS1-2 – follow IUPUI campus policy
 - b. MS3-4 – follow individual clerkship mandates
 3. IU School of Nursing
 - a. follow IUPUI campus policy

- b. Customers must submit a cancellation request using the online form at the simulation center website and send an email to simulationcenter@iuhealth.org (stating information in writing) for all cancellations at least 5 business days prior to the date of the simulation event.
 1. No charge for cancellation prior to 5 business days for all events not utilizing Standardized Patients (SPs).
 2. Charges (10% of system costs; minimum of \$100.00) will be incurred for cancellations less than 5 business days prior to the event.
 3. Events utilizing Standardized Patients (SPs) cancelled less than 10 business days prior to the event will incur the center minimum fee (\$100.00) or cost of the SP invoice, whichever is greater.
 4. Groups with repetitive cancellations/rescheduling will be reviewed by simulation center leadership for future scheduling options.

15. In-Situ Training

- a. Uses of equipment, staff, or other resources of the simulation center are subject to availability and must be requested via the online simulation request form.
- b. Disposables/Consumables – a fee is associated with any disposable items used during the equipment usage period. Examples include: manikin neck skins, IV arm tubing, simulation fluids, and trauma man replacement.
- c. Repair – equipment will be inspected prior to departure and upon return to the simulation center. Any damage to the simulation center equipment during the rental period is the responsibility of the borrower. The individual or their department will be billed for the costs associated with any damages.

16. Reporting Issues

- a. Equipment – Malfunctioning equipment must be reported to the simulation technician who will attempt to resolve the issue. If the problem cannot be corrected, a room change, replacement, or feasible work around will occur whenever possible.
- b. Human Resources – For concerns about staff or educators, please contact the simulation center manager and/or director.

17. Terminology

- a. **Simulation** – an activity or experience that closely replicates a clinical situation in a controlled, safe, educational environment. Simulation provides opportunity to develop and improve clinical skills, reasoning, and safety by enhancing team building through leadership, communication, situation monitoring, and mutual support for application to future clinical encounters.
- b. **Simulation center** – a physical structure that offers simulation courses and/or is the base of a simulation program.
- c. **Simulation course** – a discreet curriculum developed to address a specific objective(s).
- d. **Simulation program** – an organization that consolidates and organizes simulation courses under a common mission statement and goals.
- e. **Simulation research** – a systematic and/or academic approach to evaluating simulation courses for the purpose of validating the course/modality, improving the curriculum, advancing simulation science, or addressing patient safety needs.

- f. **Instructional design** – how a course is developed and delivered using a variety of teaching and learning strategies that reflect the course learning objectives.
- g. **Standardized Patient** – an individual who has been trained to act as a real patient to simulate a set of symptoms or problems. They will present an illness history and physical, emotional, and personality characteristics during the patient interaction.
- h. **Task trainer** – physical simulator for train specific tasks.
- i. **Low-fidelity simulator** – are physical models with low degree of realism and functionality that are capable of passive display of a specific function and/or procedure but have no capacity to react automatically or have a preconditioned response.
- j. **Medium-fidelity simulator** – are physical models with some degree of realism and functionality where a limited number of physiologic functions and procedures are automatically preconditioned under the human body structure.
- k. **High-fidelity simulator** – a physical model with a high degree of realism and functionality that simulate a variety of body functions and procedures, which can be altered automatically in response to drug injection, oxygenation or other factors.
- l. **Virtual patient** – a computer-based interactive patient simulating various illnesses and conditions. This allows the health care professional to develop clinical skills.

18. IU Health Policies

All policies and procedures not covered within will be defaulted to Indiana University Health. A copy of IU Health policies is available online and can be made available upon request.

The Simulation Center at Fairbanks Hall

CONFIDENTIALITY AGREEMENT

During your participation in the simulated medical environment you will be an active participant in realistic scenarios and an observer of others immersed in similar situations. The objective of the simulation center is to train individuals to better assess and improve their performance in difficult medical situations and the healthcare environment at large. It is to be understood that the scenarios to which you and your colleagues will be exposed are designed to exacerbate the likelihood of lapses and errors in performance. Because of these issues, you are asked to maintain strict confidentiality regarding both your performance and the performance of others, whether witnessed in real time or on stored images and video. Failure to maintain confidentiality may result in embarrassment or other adverse consequences for the participants. This could cause harm to you and your colleagues and would seriously impair the effectiveness of this simulation-based training program and your future ability to participate in further training opportunities.

While you are free to discuss in general terms the technical and behavioral skills acquired and maintained during the training, you are required to maintain strict confidentiality regarding the specific scenarios to which you are both directly and indirectly exposed. The development of challenging scenarios is extremely labor intensive and any foreknowledge by participants of what is to be presented to them will defeat the purpose of this type of training.

THE BOTTOM LINE: All that takes place in the simulation center stays in the simulation center.

By signing below, you acknowledge having read and understood this statement and agree to maintain the strictest confidentiality about the performance of individuals and the details of scenarios to which you are exposed.

Signature: _____ **Date:** _____

Print name: _____

Email: _____

The Simulation Center at Fairbanks Hall

AUTHORIZATION AND CONSENT TO PHOTOGRAPH AND PUBLISH

The undersigned hereby authorizes the staff of the Simulation Center at Fairbanks Hall on the campus of Indiana University / Indiana University Health to photograph or permit other persons to photograph while participating in simulation-based training:

PRINT NAME

The undersigned agrees that the Simulation Center at Fairbanks Hall administration may use and permit other persons to use the negatives, prints, videotape or films prepared from such photographs for the purposes and manner as deemed appropriate. The undersigned agrees the photographs may be used for purposes including, but not limited to, dissemination to the hospital staff, physicians, health professionals, members of the public for educational, treatment, research, scientific, public relations, advertisement, promotional and/or fund-raising purposes, and that such dissemination may be accomplished in any manner. Such use is subject only to the following limitations:

The undersigned has entered into this agreement in order to assist scientific treatment, education, public relations, promotional and/or fund raising goals and hereby waives any right to compensation for these uses by reason of forgoing authorizations, and the undersigned and his or her successors, hereby hold the simulation staff of the Simulation Center at Fairbanks Hall and their successors, harmless from and against any claim for injury or compensation resulting from the activities authorized by this agreement.

The term "photograph" as used in this agreement, shall mean motion picture or still photography in any format, as well as videotape, videodisc and any other mechanical means of recording and reproducing images.

Signature: _____ Date: _____

Print name: _____ Email: _____

Street address: _____

City, State, Zip: _____

Yes, you may use my video for educational purposes.

No, you may not use my video for educational purposes.