
POLICY AND PROCEDURE MANUAL

Central Virginia Center for Simulation and Virtual
Learning



CENTRA
Central Virginia Center for
Simulation & Virtual Learning



SSH
Society for Simulation in Healthcare
Accredited Program
Teaching/Education

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ADM.21.01.128

SCOPE: This policy applies to the entire Centra workforce and every Centra facility (e.g., Lynchburg General Hospital (LGH), Virginia Baptist Hospital (VBH), Gretna Medical Center (GMC), Bedford Memorial Hospital (BMH), Southside Community Hospital (SCH), and Centra Specialty Hospital (CSH)), as well as any person utilizing the Virtual Learning Center and Clinical Learning Center facilities as a learner or instructor.

PURPOSE: To describe the guidelines and procedures for manikin and equipment upkeep.

DEFINITIONS: VLC: Virtual Learning Center

POLICY AND PROCEDURE:

I. General Guidelines for Maintenance of Simulation Equipment and Manikins

1. All users of simulation manikins must attend simulator operator training offered by the Virtual Learning Center (VLC).
2. Simulation manikins may be used in the simulation facility provided or on patient care units for in-situ simulation. For details on requesting use of simulation facilities or manikins to use for in-situ simulations, please see policy titled "Requesting use of simulation equipment. ADM.21.01.129".
3. Simulation manikins and equipment must be treated with the respect of a live patient.
4. All moulage or fluids that will touch or be placed into manikin reservoirs must be approved by VLC staff prior to use.
5. No pens or permanent markers are allowed at the bedside of manikins at any time. Pencils are allowed if needed.
6. Betadine may NOT be used on manikin skin.
7. Any damage to equipment or supplies should be reported immediately to the VLC Director at the time of the event.

II. Guidelines for cleanup procedures for simulation manikins

1. All equipment and manikins are to be cleaned using approved methods from the manufacturer.
2. Allow for 15-30 minutes for clean up after simulation activities are completed. Duration of time for cleanup will be determined on the amount of moulage and fluids used with manikins.
3. Remove all dressings, IVs, and catheters that have been placed in or on the manikin. Clean area on skin as needed with approved solutions from the manufacturer.
 - a. Solutions approved by the manufacturer include Goo-Gone and baby powder for adhesive removal and Murphy's Oil or Dawn for general cleaning purposes.
4. If manikin is damaged during simulation activity, notify VLC Staff immediately.

5. All fluids that are placed in manikin reservoirs must be drained and then cleaned with distilled water followed by a solution of 70% Isopropyl Alcohol.
6. All manikins and equipment should be placed in the room or storage area where they were taken from prior to leaving for the day.
7. All soiled linens should be placed in a soiled linen basket and replaced with clean linen if available within the simulation facility. Dispose of dirty linen appropriately in a blue linen bag. If clean linen is not available, contact the VLC Staff to have it replaced.

III. Guidelines for separation of simulation materials and equipment

1. All equipment used within the VLC will be marked with “Not for human use, educational use only”.
2. New patient care equipment that is purchased or donated to the VLC should not be used in the facility until the following procedures have been completed:
 - a. Equipment will need to be identified as simulation equipment with label “Not for human use, educational use only”.
 - b. Clinical Engineering Technician should inspect all equipment for safety and tag per policy.
3. All simulated medications used within VLC will be marked with “Not for human use, educational use only”.
4. All simulation medication vials or bags that are not obtained from Demo Dose or like vendor must be processed through the VLC Simulation Specialist prior to use.
 - a. The VLC Simulation Specialist will empty all contents and discard as appropriate and refill vials or bags with a solution of 65% Isopropyl Alcohol and Saline Solution.
 - b. All non-simulated barcodes on vials, bags or products will be destroyed.
5. Learners will return all simulated medications and equipment to the proper space within the VLC. Users will not remove simulated medications or equipment from VLC without requesting permission from VLC director.

EQUIPMENT: None

FORMS: None

REFERENCES: Requesting use of simulation equipment. ADM.21.01.129

INTERDISCIPLINARY REVIEW: Central Virginia Health Services Education Consortium Board

ADM 21.01.131

SCOPE: This policy applies to the entire Centra workforce and every Centra facility (e.g., Lynchburg General Hospital (LGH), Virginia Baptist Hospital (VBH), Gretna Medical Center (GMC), Bedford Memorial Hospital (BMH), Southside Community Hospital (SCH), and Centra Specialty Hospital (CSH)), as well as any person utilizing the Virtual Learning Center facilities as a learner or instructor.

PURPOSE: To outline the procedure for utilizing the Virtual Learning Center (VLC)

DEFINITIONS: VLC: Virtual Learning Center

POLICY AND PROCEDURE:

1. All activities within the simulation facilities must be monitored and/or coordinated by the VLC Staff or current simulation faculty member
2. All users of the VLC must act in a manner that does not disturb simulation or academic activities that are taking place.
3. No user shall infringe upon the privacy, rights, privileges, health, or safety of other users.
4. Use of the computers is restricted to assigned classroom work and not for personal use.
5. All electronic devices including cell phones, PDA's, cameras, camera phones, and video or sound recorders are prohibited during simulation activities unless approved by simulation faculty for specific simulation use i.e., iPads for documentation. However, users who are allowed to use electronic devices may not video record or take photographs during any part of simulation activity, including debriefing.
6. No food or drinks are allowed at the manikin bedside. Please keep food and drink to the break room provided or to the debrief rooms.
7. Keep all personal items in the debrief rooms.
8. All users should treat the VLC as a clinical setting and treat the manikins and equipment with the respect of a live patient/equipment.
9. Simulation equipment and/or manikins may not be removed from the VLC at any time unless approved by the VLC staff. See policy titled "Requesting Use of Simulation Equipment for In-Situ Simulation; ADM.21.01.129" for requesting use of simulation equipment for in-situ simulation.
10. Any damage to equipment or supplies should be reported immediately to the VLC Director at the time of the event.
11. Children or unauthorized personnel are not allowed in the VLC unless approved prior by Simulation Director.

12. Learners must have appropriate professional dress for simulation activities. For specific policies, please refer individual organization or school dress code.
13. A Utilization Tracking Form needs to be completed by the last day of each month in which the simulation activity took place.
- This form is located at various places within the VLC and it is strongly encouraged that this be completed prior to leaving the center.
 - If needed, an online version is located at: <https://www.centrahealth.com/utilization-reporting>


EQUIPMENT: None

FORMS: Utilization Tracking Form

REFERENCES: Requesting Use of Simulation Equipment for In-Situ Simulation; ADM.21.01.129

INTERDISCIPLINARY REVIEW: Central Virginia Health Services Education Consortium



	<h2>UTILIZATION REPORTING</h2>										
<p>Please Report the Following Information on this Card & Place in Basket</p>											
<p>Date: _____ Room(s) Used: _____</p>											
<p>Instructor Name: _____ Total Number of Learners: _____</p>											
<p>Account/Class: _____ Set Up Time: _____</p>											
<p>Scenario Name: _____ Tear Down Time: _____</p>											
<table border="0" style="width: 100%;"> <tr> <td style="width: 50%;"><u>Simulation Classes:</u> and/or</td> <td style="width: 50%;"><u>Didactic Classes/Deliberate Practice:</u></td> </tr> <tr> <td>Total Scenario Time: _____</td> <td>Total Didactic Portion: _____</td> </tr> <tr> <td>Total Debrief Time: _____</td> <td>Total Deliberate Practice: _____</td> </tr> <tr> <td>Total Report Time: _____</td> <td>Other (Breaks/Etc): _____</td> </tr> <tr> <td>Other (Breaks/Etc.): _____</td> <td></td> </tr> </table>		<u>Simulation Classes:</u> and/or	<u>Didactic Classes/Deliberate Practice:</u>	Total Scenario Time: _____	Total Didactic Portion: _____	Total Debrief Time: _____	Total Deliberate Practice: _____	Total Report Time: _____	Other (Breaks/Etc): _____	Other (Breaks/Etc.): _____	
<u>Simulation Classes:</u> and/or	<u>Didactic Classes/Deliberate Practice:</u>										
Total Scenario Time: _____	Total Didactic Portion: _____										
Total Debrief Time: _____	Total Deliberate Practice: _____										
Total Report Time: _____	Other (Breaks/Etc): _____										
Other (Breaks/Etc.): _____											
<p>Total Time in Center: _____ (Box total)</p>											
<p>PRIOR TO LEAVING PLEASE CHECK:</p>											
<input type="checkbox"/> Manikin is off	<input type="checkbox"/> Manikin is clean (no tape or tape residue)										
<input type="checkbox"/> Manikins computer is off	<input type="checkbox"/> Manikin IV bag is empty										
<input type="checkbox"/> Cleaning checklist complete	<input type="checkbox"/> All equipment is placed back in supply room										
<p>cif 9/2020</p>											

QUALITY IMPROVEMENT PROCESS FOR CENTRAL VIRGINIA CENTER FOR SIMULATION AND VIRTUAL LEARNING

ADM 21.01.127

SCOPE: All Simulation Faculty of the Central Virginia Center for Simulation and Virtual Learning

PURPOSE: To describe the policy and procedures for quality improvement for simulation and simulation experiences

DEFINITIONS: None.

POLICY AND PROCEDURE:

1. When developing scenarios, simulation faculty must use Evidenced Based Practice (EBP) to create scenarios and learner objectives. EBP can be based on current policies and procedures of the healthcare system, current textbook materials, and/or peer reviewed journal articles. Simulation faculty should cite resources and materials on the Scenario Template Worksheet or Educator Worksheet.
2. Simulation faculty will be observed after training in debriefing (Facilitators) and/or manikin operation (Simulator Operators) by VLC Staff or Scenario Developer. Feedback will be given immediately after observation.

EQUIPMENT: None.

FORMS: None.

REFERENCES: None

INTERDISCIPLINARY REVIEW: Central Virginia Health Services Education Consortium

ADM 07.01.49

SCOPE: This policy applies to the entire Centra workforce and every Centra facility (e.g., Lynchburg General Hospital (LGH), Virginia Baptist Hospital (VBH), Gretna Medical Center (GMC), Bedford Memorial Hospital (BMH), Southside Community Hospital (SCH), and Centra Specialty Hospital (CSH)), as well as any person utilizing the Virtual Learning Center facilities as a learner or instructor.

PURPOSE: The purpose of this policy is to provide a quick response to an incident in the immediate vicinity or on the property of the Virtual Learning Center involving an active shooter, fugitive, or any other person who might represent a threat to the students or employees. The threat is considered serious enough to require a completed lockdown of the facility to provide maximum safety to staff, students, visitors and others until the situation has been resolved. When an incident is occurring in the immediate vicinity or on the property of the hospital and is a serious threat to the safety of personnel, a Code Silver is initiated to lockdown the facility and to direct employees to seek safety.

DEFINITIONS:

1. Dangerous Person: An individual actively engaged in killing or attempting to kill or seriously harm people in a confined and populated area.
2. Civil Disturbance- Group acts of violence and disorder prejudicial to public law and order.
3. Gang Related – A group of adolescents, criminals, or hoodlums who band together for mutual protection and profit.

PROCEDURE:

Determine that a security threat involving a dangerous person or fugitive is actively underway in the immediate vicinity or on the property of the Simulation Center. The security threat may be discovered by:

- Information received from the Lynchburg Police Department
- Reports received by hospital security personnel
- News Reports
- Other employees/students/volunteers

A. External Lockdown Procedures: This occurs when the threat is outside of the facility but in the vicinity.

1. Lock all outside doors.
2. All persons in the building must remain inside until the situation is cleared by Lynchburg Police Department or Centra Security.
3. Notify students via appropriate channels (see listed below) of threat warning students, faculty and staff not to enter premises until the situation is cleared by Lynchburg Police Department or Centra Security.

B. Internal Lockdown Procedures: This occurs when the threat is inside of the facility.

1. Call 911; report situation
2. Notify students via appropriate channels (see listed below) of a Code Silver or Dangerous Person.
3. Decide whether to **Run, Hide or Fight (last resort)** If evacuating the building, leave all personal items behind.

4. All cell phones will be placed on silent mode. No one is to use a cell phone for calls (only texts) until all is secure
5. If police enter, **keep hands in plain view at all times**. Expect to be treated like a suspect.
6. Faculty members must provide an attendance roll and roster to the Director of the Virtual Learning Center after the all clear to ensure everyone is accounted for.

Run:

- a. Keep hands raised and visible.
- b. Keep others from entering area.
- c. Don't point, scream or yell.
- d. Follow law enforcement instructions.
- e. Don't make sudden movements toward officers.
- f. Move a safe distance from the facility
- g. Report the incident by calling 911 and Centra security 200-3255.
- h. Do not re-enter the building.

Hide:

- a. Get out of the shooters view
- b. Look for protection from gunfire
- c. If possible, choose a place to hide that does not trap you.
- d. Hide behind large objects
- e. Stay quiet, and silence phones.
- f. Stay in place until "All Clear" is given by law enforcement.
- g. Plan for fight.

Fight:

- a. Last resort action.
- b. Act as a team.
- c. Use improvised weapons
- d. Disrupt and Incapacitate
- e. Act aggressively

C. Notifying learners from various institutions:

Students must be notified when an external or internal lockdown occurs. Follow the directions for each institution below. Only institutions whom are scheduled for activities within the facility during the day of the lockdown should be notified.

Page overhead announcement of "Code Silver"

1. Centra College:
 - a. A staff member of the College will activate SENDWORD alert message to all students, faculty and staff (policy CCON 4.7) after overhead announcement.
2. Centra Employees
 - a. Call Centra Security at 200-3255
 - b. Centra Security will activate SENDWORD alert messages to employees and staff
3. Lynchburg College
 - a. Contact Lynchburg College Main Security at 434-544-8100
 - b. Lynchburg College will activate an alert message to all students, faculty and staff
4. Central Virginia Community College

- a. Contact CVCC Police at 434-832-7700
 - b. CVCC will activate an alert message to all students, faculty and staff.
5. Other:
- a. If there are learners from other institutions not listed above. VLC Staff will notify the faculty members/instructors via text message or phone call directly.

EQUIPMENT: None

FORMS: None

REFERENCES:None

INTERDISCIPLINARY REVIEW: Centra Security

SCHEDULING AND PLANNING

ADM 21.01.130

SCOPE: This policy applies to the entire Centra workforce and every Centra facility (e.g., Lynchburg General Hospital (LGH), Virginia Baptist Hospital (VBH), Gretna Medical Center (GMC), Bedford Memorial Hospital (BMH), Southside Community Hospital (SCH), and Centra Specialty Hospital (CSH)), as well as any person utilizing the Virtual Learning Center facilities as a learner or instructor.

PURPOSE: To outline the procedure for requesting use of the Virtual Learning Center

DEFINITIONS: VLC: Virtual Learning Center

POLICY AND PROCEDURE:

1. New programs or simulation activities must be developed by the VLC staff and scheduled as needed in the VLC. The following procedure should be completed:
 - a. A Simulation Activity Request Form must be submitted for all new programs and scenario development. That form can be found: <https://www.centrahealth.com/simulation-activity-request>
 - b. If VLC space is needed for the new program or activity, a Schedule Request Form must also be submitted and can be found: <https://www.centrahealth.com/schedule-request-form>
 - c. A VLC Simulation Education Planning Worksheet must also be submitted at least six weeks prior to the anticipated event. If more than one scenario must be developed, separate scenario development forms must be completed for each, and additional time may be required. This will be emailed to you by VLC Staff after the online simulation activity request form has been completed and reviewed.
 - d. Once the scenario is developed, it is reviewed and then piloted with the facilitator and simulator operator (ideally in person) prior to the scheduled session date so that any remaining questions or missing scenario aspects can be addressed.
2. Programs or sessions that have already been developed previously must submit a Schedule Request form via email or in person to the VLC Simulation Specialist. This form can be found: <https://www.centrahealth.com/schedule-request-form>
 - a. If a scheduling request is made for a course that has been hosted at the VLC previously, and there are no changes to the curriculum by the instructor and space is available, the event is added to the VLC calendar.
3. Programs not using simulation but requiring classroom space must submit a Classroom Request form which can be found: <https://www.centrahealth.com/classroom-request-form>
4. Priority in scheduling is given to simulation requests. Requests are honored in the order they are received with space permitting. Accounts may request specific rooms, final assignment is based on the size and needs of all groups scheduled on a given day and up to the discretion of the VLC Staff.

5. Following submission, all forms are reviewed by the Simulation Specialist. All simulation activities must have a current simulation faculty member in roles of facilitator and/or simulator operator. To become a simulation faculty member, educators must attend Facilitator Training and/or Simulator Operator Training.

6. A non-simulation activity request from new instructors must schedule a meeting with the Simulation Specialist in order to:
 - Tour the facility
 - Receive a tutorial on the AV capabilities of the facility
 - Receive orientation to utilization tracking system and appropriate cleanup of spaces

EQUIPMENT: None

FORMS: None

REFERENCES: None

INTERDISCIPLINARY REVIEW: Central Virginia Health Services Education Consortium

REQUESTING USE OF SIMULATION EQUIPMENT FOR IN-SITU SIMULATION

ADM 21.01.129

SCOPE: This policy applies to the entire Centra workforce and every Centra facility (e.g., Lynchburg General Hospital (LGH), Virginia Baptist Hospital (VBH), Gretna Medical Center (GMC), Bedford Memorial Hospital (BMH), Southside Community Hospital (SCH), and Centra Specialty Hospital (CSH)), as well as any person utilizing the Virtual Learning Center facilities as a learner or instructor.

PURPOSE: To outline the procedure for requesting use of simulation facilities and equipment.

DEFINITIONS:

In-Situ Simulation taking place in the actual patient care setting/environment in an effort to achieve a high level of fidelity and realism.

VLC: Virtual Learning Center

POLICY AND PROCEDURE:

1. To request use of simulation equipment including manikins, task trainers and/or other miscellaneous supplies for in-situ simulation activities complete the Equipment Loan Request Form located at <https://www.centrahealth.com/vlc-equipment-loan-request>.
2. In-Situ simulation activities using simulation manikins must be monitored and/or coordinated by an individual who has been deemed competent in the operation of simulation equipment being used.
3. In-Situ simulation activities must be coordinated and scheduled in a way not to disrupt any ongoing simulation activities within the VLC.
4. A VLC In-Situ Utilization form should be completed for any in-situ simulation activities. This form can be found at the following: <https://www.centrahealth.com/situ-utilization-reporting-0>
5. The Confidentiality and Video Recording Agreement and Consent for In-Situ Activities is required to be completed by all learners who participate in an in-situ simulation activity. The event coordinator will ensure this is complete before start of activity and will collect and return to VLC at completion.
6. The scenario development process is the same as for simulations within the VLC. See the following policies:
 - a. Quality Improvement Process ADM.21.01.127
 - b. Scheduling and Planning ADM.21.01.130
7. Video recording is not permitted at any time during an in-situ simulation. Photography is allowed but only by simulation faculty. These photos cannot be distributed for outside purposes, including social media or performance evaluations. These may be used for internal processes, education and tracking. If they are to be used for these approved purposes, the individuals captured in the photos must be informed in writing of the use.

8. Simulation manikins and equipment may not be stored in offices or unlocked rooms in patient care areas. All manikins should be returned and cleaned according to policy titled "Maintenance of Simulation Equipment and Manikins ADM.21.01.135.

EQUIPMENT: None

FORMS: Confidentiality and Video Recording Agreement and Consent for In-Situ Simulation

REFERENCES:

Maintenance of Simulation Equipment and Manikins ADM.21.01.135

Quality Improvement Process ADM.21.01.127

Scheduling and Planning ADM.21.01.130

INTERDISCIPLINARY REVIEW: Central Virginia Health Services Education Consortium



CENTRA
Central Virginia Center for
Simulation & Virtual Learning

In-Situ Confidentiality Agreement and Consent

During your participation in the Central Virginia Center for Simulation and Virtual Learning (VLC), you may be required to be an active participant or an observer in a simulated scenario.

Initial beside each statement and sign and date the bottom:

By signing this agreement and consent, you agree to the following statements:

_____ I agree to maintain the confidentiality of all details of the scenarios, participants, performance of all participants and debriefing discussion. I will uphold all requirements of the Health Insurance Portability and Accountability Act (HIPAA) and any other federal or state laws requiring confidentiality in simulation as I would in the clinical setting.

_____ I understand that personal video recording, sound recording, or pictures of simulation activities or debriefing is restricted.

_____ I authorize Centra to use the photographs at its discretion for purposes including, but not limited to debriefing, instructor review, and/or educational and research. I understand photographs will not be used against me during job performance or evaluation.

Printed Name

Signature

Date

ADM.21.01.135

SCOPE: This policy applies to the entire Centra workforce and every Centra facility (e.g., Lynchburg General Hospital (LGH), Virginia Baptist Hospital (VBH), Gretna Medical Center (GMC), Bedford Memorial Hospital (BMH), Southside Community Hospital (SCH), and Centra Specialty Hospital (CSH)), as well as any person utilizing the Virtual Learning Center facilities as a learner or instructor.

PURPOSE: To describe the confidentiality and video recording procedure for learners and instructors who are participating in simulation activities.

DEFINITIONS: VLC: Virtual Learning Simulation

POLICY AND PROCEDURE:

1. The Confidentiality and Video Recording Agreement and Consent is required to be completed by all learners who participate in a simulation activity at the Central Virginia Center for Simulation and Virtual Learning (VLC) or in-situ simulation on Centra property on an annual basis.
2. Patient care scenarios and manikins should be treated as real patients. Learners are expected to uphold all requirements of the Health Insurance Portability and Accountability Act (HIPAA) and any other federal or state laws requiring confidentiality. Learners are expected to report any violations to their simulation faculty or the VLC Director.
3. All learners who participate in a simulation activity, whether live or virtual platform, must sign the Confidentiality and Video Recording Agreement and Consent or they cannot participate in the simulation.
4. Learners who do not sign the video recording statements cannot be video recorded during simulation activities but may participate in simulation activities that are not being video recorded.
5. The Confidentiality and Video Recording Agreement and Consent form can be obtained from the VLC offices.
6. All videos involving Centra employees who are engaged in simulation activities during work hours are deleted by the end of day of the recording. Simulation faculty coordinating simulation activity must ensure this is completed prior to leaving VLC.
7. Videos involving all other learners are deleted from the VLC servers at the end of the semester in the following months; June, August, and January.
8. Videos needed for educational purposes may be requested via email to the Simulation Director or Simulation Specialist pending approval. Videos must be requested prior to deletion from the VLC servers as stated above.

EQUIPMENT:

- SimulationIQ audio visual system including but not limited to cameras, viewing software, and servers.
- Microsoft Teams

FORMS: Confidentiality Agreement and Video Recording Consent

REFERENCES: None.

INTERDISCIPLINARY REVIEW: Central Virginia Health Services Education Consortium Board



Confidentiality Agreement and Video Recording Consent

During your participation in the Central Virginia Center for Simulation and Virtual Learning (VLC), you may be required to be an active participant or an observer in a simulated scenario.

Initial beside each statement and sign and date the bottom:

By signing this agreement and consent, you agree to the following statements:

_____ I have reviewed and am responsible for all Policies and Procedures for the VLC found on the following website: www.centrahealth.com/policies-and-procedures-0

_____ I agree to maintain the confidentiality of all details of the scenarios, participants and performance of all participants. I will uphold all requirements of the Health Insurance Portability and Accountability Act (HIPAA) and any other federal or state laws requiring confidentiality in simulation as I would in the clinical setting.

_____ I agree to be photographed and video recorded using the AV software in the VLC or video conferencing applications if applicable.

_____ I understand that personal video recording, sound recording, or pictures of simulation activities or debriefing is restricted.

_____ I understand professional dress is required for all virtual simulation activities.

_____ I agree to treat the VLC's property, including patient simulators with respect as if they are live patients. I agree that no betadine, ink pens, or markers will be placed near the patient simulators. If I am required to start an IV, I agree that only a 22g needle or smaller may be used. I agree to wear appropriate personal protective equipment at all times.

_____ I will maintain other's confidentiality by ensuring that I am in a private space when participating in virtual simulation activities. Observers, including other students, family members and young children, will not be within sight or sound of device used for the simulation activity.

This consent applies to my participation as a (select and initial one choice):

_____ Student or Non-Centra Employee:

I authorize Centra to use the video and photographs at its discretion for purposes including, but not limited to debriefing, instructor review, and/or educational and research. I understand that videos not being used for the purposes listed above will be deleted from internal servers on a regular basis.

_____ Centra Employee:

I understand that videos and photographs will not be used against me during job performance evaluation and that all videos recorded during my simulation activity will be deleted at the end of the day.

Printed Name

Signature

Date

GUIDELINES FOR VIRTUAL SIMULATIONS

ADM.121.01.138

SCOPE: This policy applies to the entire Centra workforce and every Centra facility (e.g., Lynchburg General Hospital (LGH), Virginia Baptist Hospital (VBH), Gretna Medical Center (GMC), Bedford Memorial Hospital (BMH), Southside Community Hospital (SCH), and Centra Specialty Hospital (CSH)), as well as any person utilizing the Virtual Learning Center facilities as a learner or instructor.

PURPOSE: To describe procedure for learners and instructors who are participating in virtual simulation activities.

DEFINITIONS:

VLC: Virtual Learning Center

Standardized Patient (SP): An actor in a healthcare simulation

POLICY AND PROCEDURE:

1. All participants, including learners, faculty, and SPs, must complete the Confidentiality and Video Recording Agreement. This can be completed virtually but must be completed prior to start of the simulation. These completed forms must be submitted to the VLC Director immediately following the virtual activity.
2. No photo, video or audio can be recorded by participants, faculty or SPs at any time.
3. Simulation faculty may record using Microsoft Teams only. Faculty must ensure that no recordings are captured by learners.
4. No sharing of videos or pictures, including social media platforms.
5. All participants must be dressed according to their own internal policy or Centra policy for simulations. Professional dress is still required.
6. Learners and standardized patients should be in a private space when participating in virtual simulation activities. Observers, including other students, family members and young children, should not be within sight or sound of device used for the simulation activity.
7. Simulation faculty should be in a private space when participating in virtual simulation activities. Simulation faculty may invite appropriate observers, the observers should be introduced and the reason for the observation must be explained to all participants. Appropriate observers would be other faculty members, students shadowing simulation faculty, or others approved by the Director of the VLC. All observers must sign a Confidentiality and Video Recording Agreement for Virtual Simulations. Family members, younger children, or unintroduced observers should not be within sight or sound of device used for the simulation activity.

EQUIPMENT: Microsoft Teams

FORMS: Central Virginia Center for Simulation and Virtual Learning Confidentiality Form for Virtual Simulations.

REFERENCES:

- Centra College Dress Code for Faculty and Staff CC.1.6
- Professional Appearance ADM.03.03.08
- Confidentiality and Video Recording Agreement ADM.21.01.135

INTERDISCIPLINARY REVIEW: Central Virginia Health Services Education Consortium Board

ADM 21.01.133

SCOPE: This policy applies to the entire Centra workforce and every Centra facility (e.g., Lynchburg General Hospital (LGH), Virginia Baptist Hospital (VBH), Gretna Medical Center (GMC), Bedford Memorial Hospital (BMH), Southside Community Hospital (SCH), and Centra Specialty Hospital (CSH)), as well as any person utilizing the Virtual Learning Center facilities as a learner or instructor.

PURPOSE: To outline the procedure for ensuring psychological safety for learners at the Virtual Learning Center

DEFINITIONS: Psychological Safety- A feeling (explicit or implicit) within a simulation-based activity that participants are comfortable participating, speaking up, sharing thoughts, and asking for help as needed without concern for retribution or embarrassment.

POLICY AND PROCEDURE:

Psychological safety impacts the learners' ability to engage in simulated events and critical reflection. Engagement in these activities is essential in fostering changes in critical behaviors. To ensure psychological safety for learners, simulation faculty will conduct a pre-brief for each simulation activity using the following guidelines:

- 1) An orientation to the simulation activity
- 2) Ensure that the Confidentiality and Video Recording Agreement has been signed within the last calendar year. Remind learners of the standards of this form:
 - a) Learners may be photographed or videotaped during simulation
 - b) Learners should treat the VLC's property and equipment, including patient simulators with respect as if they are live patients. Learners are expected to uphold all requirements of the Health Insurance Portability and Accountability Act (HIPAA) and any other federal or state laws requiring confidentiality
 - c) Orientation to the manikins and the environment
 - d) Videos and photographs will not be used against learner during job performance evaluations (Centra Staff Only)
- 3) Acknowledge the principal of basic assumption
- 4) Acknowledge the fictional contract
- 5) Instruct the learners how to elicit additional resources if needed (e.g. phone and numbers to call)
- 6) Instruct the participants to practice within their professional scope
- 7) Verbalize mistakes are expected and this is our chance to improve our behaviors and ultimately our patients' outcomes.
- 8) Review rules about respect and professional behavior

In the event that a learner has obvious or expressed emotional distress because of the simulation activity or if the simulation led them to a "real life" emotional frame, the facilitator would have a one to one discussion with the learner.

EQUIPMENT: None

FORMS: None

REFERENCES:

Confidentiality and Video Recording Agreement ADM.21.01.135

Maintenance of Simulation Equipment and Manikins ADM.21.01.128

INTERDISCIPLINARY REVIEW: Central Virginia Health Services Education Consortium

COMPLAINT RESOLUTION

ADM.21.01.136

SCOPE: This policy applies to the entire Centra workforce and every Centra facility (e.g., Lynchburg General Hospital (LGH), Virginia Baptist Hospital (VBH), Gretna Medical Center (GMC), Bedford Memorial Hospital (BMH), Southside Community Hospital (SCH), and Centra Specialty Hospital (CSH)) as well as any person utilizing the Virtual Learning Center facilities as a learner or instructor.

PURPOSE: The Virtual Learning Center (VLC) desires to have all simulation participants, including faculty and learners, to receive a quality and excellent experience in simulated exercises. On occasions where that goal is not achieved, all participants will have an opportunity to relay their complaint with the intent to allow the VLC to provide an opportunity to improve its services.

DEFINITIONS:

Simulation Faculty: All instructors, facilitators, on-site content experts, simulation specialists, simulation operators, simulation educators and assistants who have a direct role in providing the educational experience for the learners.

VLC: Virtual Learning Center

POLICY AND PROCEDURE:

1. All activities occurring within the scope of the VLC, whether in the center or in the hospital are services provided with the expectation that all participants will adhere to the Centra Health Code of Conduct and Business Ethics Policy AC-2013.07.
2. All users of the VLC are expected to participate in accordance with their institutional expectation and operate within their scope of practice.
3. At any time, all users may relay a concern or complaint they encountered in their experience that is directly related to the services of the VLC, staff and/or faculty.
4. The concern or complaint may be placed to the Director of the VLC via phone, email or in person.
5. All concerns or complaints will be handled with care and compassion by the director in a timely manner, taking into consideration all parties, space and equipment involved.
6. Resolutions to these concerns or complaints will be communicated to the necessary individual as soon as possible.

EQUIPMENT: None

FORMS: None

REFERENCES: Centra Health Code of Conduct and Business Ethics Policy AC-2013.07.

INTERDISCIPLINARY REVIEW: Central Virginia Health Services Education Consortium

SIMULATION FACULTY DEVELOPMENT

ADM 21.01.132

SCOPE: This policy applies to the entire Centra workforce and every Centra facility (e.g., Lynchburg General Hospital (LGH), Virginia Baptist Hospital (VBH), Gretna Medical Center (GMC), Bedford Memorial Hospital (BMH), Southside Community Hospital (SCH), and Centra Specialty Hospital (CSH)), as well as any person utilizing the Virtual Learning Center facilities as a learner or instructor.

PURPOSE: Guidelines for maintaining Simulation Faculty Status

DEFINITIONS: None

POLICY AND PROCEDURE:

1. Simulation faculty are responsible for the following in regard to simulation activities:
 - a. Communication with learners prior to activity
 - b. Pre-Briefing per Psychological Safety Guidelines
 - c. Debriefing of scenario
 - d. Completion of the Confidentiality and Video Recording Agreement of all learners annually.
 - e. Clean up and tear down of simulation including cleaning up of moulage, putting up supplies and powering off simulator
 - f. Utilization Tracking Procedure
 - g. Bringing pre-made scenarios on a flash drive or completing a scenario template for VLC staff for programming if applicable
 - h. Maintaining simulation equipment while in use
2. All simulation scenarios must be approved by an approved Scenario Developer for validity and feasibility prior to implementation.
3. Simulation faculty must complete a Utilization Report Card after each simulation activity.

All simulation faculty must complete the following steps annually (calendar year):

1. Work in role (Facilitator and/or Simulation Operator) at least once per year.
2. Complete 2 hours of continuing professional development in simulation.
 - a. The following items are examples of continuing professional development:
 - i. Seminar or Webinar Attendance
 - ii. Professional Speaking or Teaching including presentations made by you at a international, national, state, or local society
 - b. The Virtual Learning Center will provide at least 2 hours per calendar year of education free of charge that all faculty members may attend
 - c. Documentation for continuing professional development must be turned into Director by last day of the calendar year.

If simulation faculty members are unable to complete both requirements, they will be removed from the faculty list. Those educators who wish to become reinstated as simulation faculty members after being removed may attend Facilitator and/or Simulation Operations Training to regain Faculty Status.

EQUIPMENT: None

FORMS: None

REFERENCES: None

INTERDISCIPLINARY REVIEW: Central Virginia Health Services Education Consortium

ADM 21.01.134

SCOPE: This policy applies to the entire Centra workforce and every Centra facility (e.g., Lynchburg General Hospital (LGH), Virginia Baptist Hospital (VBH), Gretna Medical Center (GMC), Bedford Memorial Hospital (BMH), Southside Community Hospital (SCH), and Centra Specialty Hospital (CSH)), as well as any person utilizing the Virtual Learning Center facilities as a learner or instructor.

PURPOSE: The purpose of this policy is to provide standardized patients (SPs), students and learners guidelines for participating in an activity that involves an SP.

DEFINITIONS:

1. Standardized Patient or SP: An actor in a healthcare simulation.
2. VLC: Virtual Learning Center

POLICY AND PROCEDURE:

Training

All SPs must attend training at the VLC prior to participation in a simulation activity. Training is between 2-4 hours and contains information on the background and structure of healthcare simulation, orientation to policies and facility, how to give feedback, and scenario practice.

Training must only be completed one time at the initial orientation to the program.

Confidentiality

During initial orientation, all SPs are required to sign the Confidentiality and Video Recording Agreement. At no point during or after their work at the VLC should SPs discuss learner performance unless it is with the faculty member with who they are assigned or with administrative staff at the VLC. Failure to comply will result in termination of SP from the program.

Virtual Simulations or Telemedicine Simulations

SPs may participate in virtual simulations using the following guidelines.

- Virtual simulations will be conducted on a virtual conferencing application such as Microsoft Teams.
- SPs are expected to be able to have access to the virtual platform and have tested the technology prior to the simulation to ensure seamless conduction of the activity. This is arranged with VLC staff or Simulation Faculty prior to the scheduled activity with a learner.
- No photography, audio or video can be recorded by SPs at any time during the activity.
- SP must be dressed according to their role in the simulation.
- SPs must be in a private setting when participating in virtual simulation activities. Observers, including family members and young children, should not be within sight or sound of device used for the simulation activity.

Alias and Secure Records

Prior to training, all SPs will complete an application on which specific healthcare and personal data will be listed. SPs will also provide an alias and birthday to use during healthcare simulations.

This data will be stored in a locked file cabinet within the administrative offices at the VLC.

Security

In order to protect SPs, all faculty, staff and learners will be oriented to the SP safe word during pre-brief of a simulation activity involving an SP. The safe word, "Johanna", is used when an SP does not feel safe in the scenario and needs to come out of his/her role in order to alert student and faculty that something is wrong.

Scheduling and Cancellations

Scheduling for SP roles occur using the web-based application SignUpGenius. Roles will be listed on SignUpGenius when we receive notification and roles from simulation faculty. SPs are expected to attend all roles that he/she commits to via SignUpGenius. In the event the SP needs to cancel, the SP will contact VLC staff as soon as possible.

During severe weather, a voicemail will be left on the VLC Director's phone (434) 200-5971, indicating whether the role has been cancelled. If the SP is unable to attend due to severe weather, he/she will contact VLC staff as soon as possible.

EQUIPMENT: None
FORMS: Confidentiality and Video Recording Agreement
REFERENCES: Confidentiality and Video Recording Agreement ADM21.01.135
Virtual Simulation ADM 21.01.138
INTERDISCIPLINARY REVIEW: Central Virginia Health Services Education Consortium

COVID-19 POLICY AND PROCEDURES

ADM.21.01.141

SCOPE: This policy applies to the entire Centra workforce and every Centra facility (e.g., Lynchburg General Hospital (LGH), Virginia Baptist Hospital (VBH), Gretna Medical Center (GMC), Bedford Memorial Hospital (BMH), Southside Community Hospital (SCH), and Centra Specialty Hospital (CSH)), as well as any person utilizing the Virtual Learning Center facilities as a learner or instructor

PURPOSE: To outline changes in policy and procedure related to the COVID-19 Pandemic.

DEFINITIONS: VLC: Virtual Learning Center

POLICY:

This policy provides guidance and procedure during simulation activities at the VLC. All learners, faculty and staff utilizing the VLC should be aware and must adhere to all policies. New polices addressing COVID-19 are as follows:

1. ADM.21.01.140: COVID-19 Cleaning Procedures
2. ADM.21.01.139: VLC Screening Policy
3. ADM.121.01.138: Guidelines for Virtual Simulations

Policies can be found on the internal Policy Manager website for Centra employees or at www.centrahealth.com/policies-and-procedures-0

At any time, all users may relay a concern or complaint they encountered in their experience that is directly related to the services of the VLC, staff and/or faculty. Please follow the Complaint Resolution policy ADM.21.01.136.

EQUIPMENT: None

FORMS: None

REFERENCES:

- Centers for Disease Control
- ADM.21.01.140: COVID-19 Cleaning Procedures
- ADM.21.01.139: VLC Screening Policy
- ADM.121.01.138: Guidelines for Virtual Simulations
- ADM.21.01.136: Complaint Resolution

INTERDISCIPLINARY REVIEW: Central Virginia Health Services Education Consortium

VLC SCREENING POLICY

ADM.21.01.139

SCOPE: This policy applies to the entire Centra workforce and every Centra facility (e.g., Lynchburg General Hospital (LGH), Virginia Baptist Hospital (VBH), Gretna Medical Center (GMC), Bedford Memorial Hospital (BMH), Southside Community Hospital (SCH), and Centra Specialty Hospital (CSH)), as well as any person utilizing the Virtual Learning Center facilities as a learner or instructor.

PURPOSE: The purpose of this policy is to provide guidelines for attending simulation activities and events as a learner or an instructor in the Virtual Learning Center.

DEFINITIONS: VLC: Virtual Learning Center

POLICY AND PROCEDURE:

Due to the 2020 COVID-19 pandemic, the VLC will be taking all precautions necessary to keep students, staff, and faculty safe.

All Centra caregivers and visitors must comply with Centra policies and procedures related to COVID-19. This includes a self-screening process.

Non-Centra Visitors:

- All visitors must be screened when entering the VLC. Learners are to be screened by simulation faculty; Non-Centra simulation faculty should self-screen.

Screening Procedures:

- Simulation Faculty or Instructors will verbally screen learners prior to start of a simulation activity.
- If a person answers "YES" to any of the symptoms the screening questions:
 - The participant will not be allowed to attend the simulation activity and will be directed to go home.
 - Learners must contact Sherrie Cheryba at Healthworks; 434. 200.6939 upon leaving.
- Learners may return to the VLC once you have a note from either Healthworks (Student/non-Centra Employee)

EQUIPMENT: Thermometer

FORMS: VLC Screening Log

REFERENCES: Guidelines for Students; Centra Health OMESA

INTERDISCIPLINARY REVIEW: Central Virginia Health Services Education Consortium

COVID-19 CLEANING PROCEDURES

ADM 21.01.140

SCOPE: This policy applies to the entire Centra workforce and every Centra facility (e.g., Lynchburg General Hospital (LGH), Virginia Baptist Hospital (VBH), Gretna Medical Center (GMC), Bedford Memorial Hospital (BMH), Southside Community Hospital (SCH), and Centra Specialty Hospital (CSH)), as well as any person utilizing the Virtual Learning Center facilities as a learner or instructor

PURPOSE: To outline how surfaces and manikin should be cleaned after completion of a simulated activity.

DEFINITIONS:

Cleaning: Physical washing away of contaminants using soap and water.

Disinfecting: Use of chemicals to kill germs remaining on a surface.

VLC: Virtual Learning Center

POLICY:

This policy provides guidance and procedure on cleaning and disinfecting of the simulation room, equipment and manikin after a learner activity.

Learners should assist faculty in cleaning all surfaces, non-computer equipment under the supervision of the simulation faculty assigned to the activity. Learners should not be allowed to clean without simulation faculty present in the simulation room. Simulation faculty will clean manikin and remove supplies from the room. Follow the procedure for disinfecting and cleaning as outlined below.

Please see CDC Guidelines for Cleaning and Disinfecting: <https://www.cdc.gov/coronavirus/2019-ncov/community/cleaning-disinfecting-decision-tool.html>

PROCEDURE:

1. Wash your hands with soap and water or with alcohol-based hand sanitizer provided in each simulation room.
2. Don gloves, which are also provided in each room.
3. Gather the materials needed for cleaning:
 - a. Dish soap, basin and washcloths from cabinet
 - b. Spray bottle of alcohol (70% isopropyl alcohol) from cabinet.
 - c. If using standardized patients or students as patients, obtain clean, unused linen from supply room.
4. Surfaces and non-computer equipment:
 - a. Learners should be encouraged to assist with these steps under the direct supervision of a simulation faculty.
 - b. Using a clean washcloth, spray the alcohol solution onto the washcloth.
 - c. Wipe down all non-computer surfaces and equipment. This includes bed, IV pump, oxygen regulator, IV bags, body of the workstation on wheels (WOW) etc.
 - d. This **does not** include the manikin, patient monitor or the PC on the WOW. Do not use the alcohol solution on these, you will cause damage.
 - e. Allow equipment to dry before using again.
 - f. Place dirty washcloth in linen receptacles outside of the room.
5. Manikin Cleaning:
 - a. Simulation faculty should complete these steps.

- b. Using supplies from the control room, remove adhesives from manikin skin.
 - c. Clean out lines with tap water and alcohol; supplies in the control room.
 - d. Fill the basin with water and a small amount of dish soap.
 - e. Use a clean washcloth in the water, always wringing it out before applying to manikin skin.
 - f. **DO NOT** use a saturated washcloth on the manikin.
 - g. Wipe down the manikin head to toe.
 - h. Replace fitted sheet and gown only if soiled.
 - i. Place dirty washcloth in linen receptacles outside of the room.
6. Doff gloves into trash.
 7. Perform hand hygiene and do not touch clean surfaces.
 8. All supplies and equipment should be removed from the room and placed in the appropriate storage areas except the following:
 - a. Bed
 - b. Manikin
 - c. Over the bed table
 - d. Bedside table
 - e. Chair
 - f. Oxygen and suction supplies on the headwall
 - g. Rolling stool (if applicable)
 - h. IV pump
 - i. WOW
 - j. Manikin laptop

EQUIPMENT: Cleaning and disinfecting equipment found in each simulation room, in the drawer.

FORMS: Simulation Cleaning Checklist- posted in patient rooms

REFERENCES: Centers for Disease Control, Laerdal

INTERDISCIPLINARY REVIEW: Central Virginia Health Services Education Consortium