



Central Virginia Center for Simulation & Virtual Learning

2024 POLICY & PROCEDURE MANUAL



CENTRA

Central Virginia Center for
Simulation & Virtual Learning

TABLE OF CONTENTS

Maintenance of Simulation Equipment & Manikins	1
Utilization of the Central Virginia Center for Simulation & Virtual Learning	4
Quality Improvement Process	8
Code Silver Procedure & Response	10
Scheduling & Planning	14
Requesting Use of Simulation Equipment for In-Situ Simulation	17
Confidentiality & Video Recording Agreement & Consent	21
Guidelines for Virtual Simulations	24
Psychological Safety	27
Complaint Resolution	30
Simulation Faculty Development	32
Standardized Patients	35





MAINTENANCE OF SIMULATION EQUIPMENT & MANIKINS

SECTION 1
ADM.21.01.128

SCOPE:

This policy applies to the entire Centra workforce and every Centra facility (Ex: Centra Lynchburg General Hospital (LGH), Centra Virginia Baptist Hospital (VBH), Centra Gretna Medical Center (GMC), Centra Bedford Memorial Hospital (BMH), Centra 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 & PROCEDURE:

I. General Guidelines for Maintenance of Simulation Equipment & 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 & 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



UTILIZATION OF THE CENTRAL VIRGINIA CENTER FOR SIMULATION & VIRTUAL LEARNING

SECTION 2
ADM.21.01.131

SCOPE:

This policy applies to the entire Centra workforce and every Centra facility (Ex: Centra Lynchburg General Hospital (LGH), Centra Virginia Baptist Hospital (VBH), Centra Gretna Medical Center (GMC), Centra Bedford Memorial Hospital (BMH), Centra 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 outline the procedure for utilizing the Virtual Learning Center (VLC).

DEFINITIONS:

VLC: Virtual Learning Center

POLICY & 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 (Ex: 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.
 - a. This form is located at various places within the VLC and it is strongly encouraged that this be completed prior to leaving the center.
 - b. If needed, an online version is located at: 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

UTILIZATION REPORTING FORM



Please report the following information on this card and place in basket.

Date: _____ **Room(s) Used:** _____
Instructor Name: _____ Total Number of Learners: _____
Account/Class: _____ Set Up Time: _____
Scenario Name: _____ Tear Down Time: _____

Simulation Classes:	and/or	Didactic Classes/Deliberate Practice:
Total Scenario Time: _____		Total Didactic Portion: _____
Total Debrief Time: _____		Total Deliberate Practice: _____
Total Report Time: _____		Other (Breaks/Etc.): _____
Other (Breaks/Etc.): _____		

Total Time in Center: _____ *(Box Total)*

PRIOR TO LEAVING PLEASE CHECK:

- | | |
|--|--|
| <input type="checkbox"/> Manikin is off | <input type="checkbox"/> Manikin is clean (no tape or tape residue) |
| <input type="checkbox"/> Manikin 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 |

UTILIZATION REPORTING FORM



Please report the following information on this card and place in basket.

Date: _____ **Room(s) Used:** _____
Instructor Name: _____ Total Number of Learners: _____
Account/Class: _____ Set Up Time: _____
Scenario Name: _____ Tear Down Time: _____

Simulation Classes:	and/or	Didactic Classes/Deliberate Practice:
Total Scenario Time: _____		Total Didactic Portion: _____
Total Debrief Time: _____		Total Deliberate Practice: _____
Total Report Time: _____		Other (Breaks/Etc.): _____
Other (Breaks/Etc.): _____		

Total Time in Center: _____ *(Box Total)*

PRIOR TO LEAVING PLEASE CHECK:

- | | |
|--|--|
| <input type="checkbox"/> Manikin is off | <input type="checkbox"/> Manikin is clean (no tape or tape residue) |
| <input type="checkbox"/> Manikin 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 |



QUALITY IMPROVEMENT PROCESS

SECTION 3
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 & 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



CENTRA

Central Virginia Center for
Simulation & Virtual Learning

A CENTRA Facility Operated Jointly with
Lynchburg College

CODE SILVER PROCEDURE & RESPONSE

SECTION 4

ADM.07.01.49

SCOPE:

This policy applies to the entire Centra workforce and every Centra facility (Ex: Centra Lynchburg General Hospital (LGH), Centra Virginia Baptist Hospital (VBH), Centra Gretna Medical Center (GMC), Centra Bedford Memorial Hospital (BMH), Centra 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:

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:

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

POLICY & 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 or volunteers

I. **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.

II. 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:

1. Keep hands raised and visible.
2. Keep others from entering area.
3. Don't point scream or yell.
4. Follow law enforcement instructions.
5. Don't make sudden movements toward officers.
6. Move a safe distance from the facility.
7. Report the incident by **calling 911** and Centra Security **200.3255**.
8. Do not re-enter the building.

Hide:

1. Get out of the shooter's view.
2. Look for protection from gunfire.
3. If possible, choose a place to hide that does not trap you.
4. Hide behind large objects.
5. Stay quiet and silence phones.
6. Stay in place until "All Clear" is given by law enforcement.
7. Plan for fight.

Fight:

1. Last resort action.
2. Act as a team.
3. Use improvised weapons.
4. Disrupt and incapacitate the suspect.
5. Act aggressively.

III. 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 Caregivers:
 - a. Call Centra Security at **200.3255**
 - b. Centra Security will activate SENDWORD alert messages to employees and staff.

3. University of Lynchburg (formerly Lynchburg College):
 - a. Contact University of Lynchburg Main Security at **434.544.8100**.
 - b. University of Lynchburg 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 & PLANNING

SECTION 5
ADM.1.01.130

SCOPE:

This policy applies to the entire Centra workforce and every Centra facility (Ex: Centra Lynchburg General Hospital (LGH), Centra Virginia Baptist Hospital (VBH), Centra Gretna Medical Center (GMC), Centra Bedford Memorial Hospital (BMH), Centra 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 outline the procedure for requesting use of the Virtual Learning Center (VLC).

DEFINITIONS:

VLC: Virtual Learning Center

POLICY & 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: 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: 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: 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: 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

SECTION 6
ADM.21.01.129

SCOPE:

This policy applies to the entire Centra workforce and every Centra facility (Ex: Centra Lynchburg General Hospital (LGH), Centra Virginia Baptist Hospital (VBH), Centra Gretna Medical Center (GMC), Centra Bedford Memorial Hospital (BMH), Centra 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 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 & 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:
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:
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 polices:
 - 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

In-Situ Confidentiality Agreement & 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



CONFIDENTIALITY & VIDEO RECORDING AGREEMENT & CONSENT

SECTION 7
ADM.21.01.135

SCOPE:

This policy applies to the entire Centra workforce and every Centra facility (Ex: Centra Lynchburg General Hospital (LGH), Centra Virginia Baptist Hospital (VBH), Centra Gretna Medical Center (GMC), Centra Bedford Memorial Hospital (BMH), Centra 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 confidentiality and video recording procedure for learners and instructors who are participating in simulation activities.

DEFINITIONS:

VLC: Virtual Learning Center

POLICY & 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 & Video Recording Consent Form

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

SECTION 8
ADM.21.01.138

SCOPE:

This policy applies to the entire Centra workforce and every Centra facility (Ex: Centra Lynchburg General Hospital (LGH), Centra Virginia Baptist Hospital (VBH), Centra Gretna Medical Center (GMC), Centra Bedford Memorial Hospital (BMH), Centra 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 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 & 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



PSYCHOLOGICAL SAFETY

SECTION 9
ADM.21.01.133

SCOPE:

This policy applies to the entire Centra workforce and every Centra facility (Ex: Centra Lynchburg General Hospital (LGH), Centra Virginia Baptist Hospital (VBH), Centra Gretna Medical Center (GMC), Centra Bedford Memorial Hospital (BMH), Centra 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 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 & 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 (Ex: 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-on-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 Board



COMPLAINT RESOLUTION

SECTION 10
ADM.21.01.136

SCOPE:

This policy applies to the entire Centra workforce and every Centra facility (Ex: Centra Lynchburg General Hospital (LGH), Centra Virginia Baptist Hospital (VBH), Centra Gretna Medical Center (GMC), Centra Bedford Memorial Hospital (BMH), Centra 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:

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 & 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 Code of Conduct and Business Ethics Policy AC-2013.07

INTERDISCIPLINARY REVIEW: Central Virginia Health Services Education Consortium Board



SIMULATION FACULTY DEVELOPMENT

SECTION 11
ADM.21.01.132

SCOPE:

This policy applies to the entire Centra workforce and every Centra facility (Ex: Centra Lynchburg General Hospital (LGH), Centra Virginia Baptist Hospital (VBH), Centra Gretna Medical Center (GMC), Centra Bedford Memorial Hospital (BMH), Centra 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:

Guidelines for maintaining Simulation Faculty Status.

DEFINITIONS:

None

POLICY & 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 programing, 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:
 - Seminar or Webinar Attendance
 - 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 Board



STANDARDIZED PATIENTS

SECTION 12
ADM.21.01.134

SCOPE:

This policy applies to the entire Centra workforce and every Centra facility (Ex: Centra Lynchburg General Hospital (LGH), Centra Virginia Baptist Hospital (VBH), Centra Gretna Medical Center (GMC), Centra Bedford Memorial Hospital (BMH), Centra 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:

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:

- **Standardized Patient (SP):** An actor in a healthcare simulation.
- **VLC:** Virtual Learning Center

POLICY & 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 & 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 & 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 Board



CENTRA

Central Virginia Center for
Simulation & Virtual Learning

905 Lakeside Drive Suite B, Lynchburg, VA 24501

434.200.5970 | CentraHealth.com

**Revised January 2024*