



STANFORD GUIDELINES FOR REQUESTING A STANDARDIZED PATIENT

Thank you for contacting the Stanford School of Medicine Center for Immersive and Simulation-based Learning / Standardized Patient Program (CISL/SPP). Below is a quick overview of the process for hiring a Standardized Patient (SP) followed by our specific guidelines, contact information and request form. Please note that the term SP is used for a variety of roles beyond that of a patient, including nurse, family member, interpreter, etc.

QUICK OVERVIEW

- 1. Identify the need for a Standardized Patient (SP):** Department contact determines that an SP is needed (NOTE: Requires a 10-12 week lead time for new project or event, specificity of the activity will determine timeline for booking SP).
- 2. Budget:** Department contact will determine if their department has the budget and a PTA or cost center for hiring SPs (see guidelines below for fees associated with hiring an SP).
- 3. Review the Guidelines for Requesting an SP and complete the SP Request Form:** Department contact will complete and submit the SP Request Form to the CISL/SPP team (or bring to a scheduled consult) a minimum of 10-12 weeks prior to the event.
- 4. Confirmation of request for SP:** CISL/SPP team will confirm receipt of request within one week and schedule a consultation to discuss your specific event and SP needs.
- 5. Confirmation of SP:** CISL/SPP team will book the SP(s) and will confirm the contracting of the SP(s) with department contact.
- 6. NOTE: If you cancel your event,** the SP(s) will be paid in full for the time contracted if less than 2 weeks notice is given. If you reduce the amount of time for your event, the SP(s) will be paid for the hours originally contracted if less than 2 weeks notice is given.

NOTE: A member of the SPP team must review all new materials before training and/or event.

How do I go about requesting to use a Standardized Patient?

Fill out the SP Request Form (pgs. 5-7) and bring to a scheduled consult or submit to: Karen Thomson Hall, Standardized Patient Program Manager at kthall@stanford.edu. Please be as specific as possible about your needs. It assists in the hiring of SPs.

What information is needed for the form?

It is necessary to provide written material that contains a description of the session and expectations of the SP. (Example: Will the SP be acting only – e.g. playing a family member or a nurse – or having a physical exam as a patient? Does the SP require some baseline medical knowledge? etc.). Filling out the form beginning on p. 5 will help SPP staff determine if you

have budgeted enough time and resources for your event. This will also be discussed in your consultation.

How much does it cost to hire an SP?

Our SPs are paid \$25 per hour with a minimum payment of \$100 per day (4 hours) for work scheduled during regular business hours, and \$30 per hour with a minimum payment of \$120 per day (4 hours) for work scheduled on evenings or weekends. SPs are hired as contingent, casual part-time employees, so there is also an 11.9% fringe benefit cost added by Stanford to the labor cost of hiring a contingent. Additionally, each SP is given one "E" parking scratcher per day at a cost of \$4.50 per scratcher. For example, if you hire one SP for 4 hours during regular business hours, your cost will be \$100 (wage) + \$11.90 (fringe) + \$4.50 (parking) for a total of \$116.40. Please note that prep and breakdown time for the SP (typically 15-30 minutes on either side of the event) is paid time on the clock.

If your event requires the use of a qualified contingent trainer, interpreter or someone with special skills or knowledge (e.g. nurse), this person is paid \$30 per hour with a minimum payment of \$120 per day (4 hours). The same fringe and parking costs also apply.

If your event involves performing an ultrasound or ECG/EKG on the SP, the SP is paid \$50 per hour. The same minimum payment, fringe and parking costs also apply.

How can I help prepare the SP for the requested role?

SPs may require a 4-hour (or more) PAID review and training for the event, depending on the complexity of the case or role. This will be done either onsite or offsite with faculty and/or our SPP Trainer or other qualified trainer as assigned.

The coordinating/requesting faculty member must provide finalized materials 3 weeks prior to the training to the SPP Manager or trainer in charge, and it will be delivered to the SP by the CISL/SPP or Sim Program lead. Please do not assume that the SPs know what you want them to do; they are not clinicians or patients with the specified condition/complaint.

Orienting the SP: Orientation of the SP will be based on the needs of the SP and the event. A review by the trainer or faculty may be necessary the day of the event to ensure a shared mental model.

What is the timeline?

The amount of time needed depends on the complexity of the request.

8-10 weeks before event: If there is a lot of information for an SP to learn, we need to have the written materials 8-10 weeks prior to your event; more time is always preferable as there may be questions about the materials that need to be discussed prior to training. A member of the SPP team must review all written materials before training can begin. We will also need your fully completed request form with the dates of the event so that we can schedule rooms and resources for the event and training(s) with the SPs.

2 weeks before event: If you only need an SP for demo purposes with no information for the SP to learn, we need your request form at least 2 weeks prior to your event. If you have a very specific or possibly hard to find demographic of SP that you are looking for (specific body build, ethnicity, etc.), please allow an additional 2 weeks. And please remember that if your event is cancelled with less than 2 weeks notice, any confirmed SPs will still be paid in full for the time contracted.

NOTE: We cannot guarantee that SPs meeting your requirements will be available. We will notify the department contact as soon as possible if there is a problem with casting.

How is the payment of the SP(s) processed?

You must provide CISL/SPP with a PTA (Project-Task-Award) account or cost center number that will be used by payroll at the end of each pay period. Your SP request cannot be processed without a PTA or cost center number. Payroll will be managed through Axess by the CISL/SPP team using the PTA or cost center identified by the requesting department.

Parking scratchers will either be purchased from Parking & Transportation using the provided PTA, or an iJournal account transfer will be processed to this PTA or cost center from CISL/SPP. An email will be sent to alert the department contact before processing.

What are the rules about lunch and breaks?

As per Stanford Administrative Guide, Policy 2.1.5, sections 3e and 3f (updated July 12, 2013), Stanford University requires a 15-minute paid rest period for every 3.5 to 4-hours worked (somewhere in the middle of this time; it cannot occur at the beginning or end). If you hire an SP for over 6 hours, they must also have at least a 30-minute unpaid lunch break after 6 hours. <https://adminguide.stanford.edu/chapter-2/subchapter-1/policy-2-1-5>

May I take photographs or video recordings of the SPs?

Many of our SPs are a part of actors' unions including the Screen Actors Guild and Actors' Equity Association. These unions have very specific rules about the taking of photographs and video recordings of the actor and how these photographs and/or recordings are used:

Video recording a student (or learner) encounter with an SP is allowed as long as that recording is used only by the student and faculty for student feedback and assessment of that one student. If you wish to use a video recording for some other purpose, such as presenting in a group setting or as promotional material or with a research project, you **MUST** obtain permission from the SP and possibly the actor's union(s).

Photography of any kind is NOT permitted without *prior consent* from the SP and possibly the actor's union(s). This process takes some time, so please plan accordingly.

How many learner encounters can an SP complete during an event?

This will depend on the length and complexity of the encounter and if there are any post-encounter activities. If an SP has a lot of information to memorize and present, along with a post-encounter debrief and/or written exercise or evaluation, the maximum encounters per day is typically eight with a break in the middle. Encounters with a significant emotional component may require additional breaks for the SPs, and they may not be able to do as many encounters in a single session.

Cancellation / Change Policy

Cancellation: At least 2 weeks is necessary for cancellation, otherwise (if less than 2 weeks) the department will be charged in full for the activity and the SPs will be paid their fee as contracted.

Change: At least 2 weeks notice is necessary for a reduction of SP hours, otherwise (if less than 2 weeks) the department will be charged in full for the SP hours originally contracted.

If you have questions, please contact:

Karen Thomson Hall
Standardized Patient Program Manager
Stanford University School of Medicine
650-498-5039
kthall@stanford.edu
http://cisl.stanford.edu/ilc/sim_modalities/spp/

*Li Ka Shing Center for Learning and Knowledge
Goodman Immersive Learning Center (Ground Floor)
291 Campus Dr. LK300, Stanford, CA 94305-5217*



STANFORD STANDARDIZED PATIENT REQUEST FORM

Please complete and email to Karen Thomson Hall: kthall@stanford.edu

Requestor Name:

Dept:

Requestor Phone:

Requestor Email:

PTA (account number) or cost center:

**Please note: We cannot process your request without a PTA or cost center.*

EVENT/COURSE INFORMATION

Name of Event/Course:

Date(s) of Event/Course:

Start Time:

End Time:

Prep time needed:

Takedown time needed:

Location of Event (if known):

Name of the point of contact on the day of the event:

Contact Person's Phone (mobile preferred):

Contact Email:

How many learners?

Brief description of session:

Goals of session / learning objectives:



STANDARDIZED PATIENT REQUEST

Gender Requested: Male Female Either Age Range:

Total number of SPs: Number of men: Number of women:

Preference in Ethnicity? Yes No
If yes, please list preferred ethnicity:

Would you like your event to include interpreters? Yes No
If yes, please list language preference:

Body build: (e.g. short, tall, fit, overweight, etc. – please describe):

Will there be a Physical Exam? Yes No
If yes, please list what will be involved in the exam:

Are there SP physical findings that are preferred? Yes No
If yes, please list preference:

Are there any SP physical findings that are contra-indicated? Yes No
If yes, please list:

Do you require the SP to have some basic medical background or knowledge? Yes No
If yes, please describe:

Any other request? (please be specific):

CASE SPECIFIC INFORMATION

Is there information for the SP to learn (also know as a “case”)? Yes No
If yes, this information will need to be sent to the SP Program Manager, Karen Thomson Hall at least 8-10 weeks prior to your event. All written materials must be reviewed by a member of the SPP team.

Will this event be video-recorded?
If yes, please list how this recording will be used:

Would you like permission to take photographs during this event? Yes No
If yes, please list how these photographs will be used:

**Please note: Permission is not automatically granted; we will let you know if photographs are okay.*



If the event is being held in the ILC, will you be using B-Line for AV capture? Yes No

Note: B-Line is the software that we use for AV capture in the ILC. If yes, a consultation with SPP staff will be required to discuss B-Line set-up, “exam flow,” computer content, and releasing videos and other items. This will add additional prep time and cost to your activity.

EXAM/EXERCISE FLOW

Will there be a learner orientation prior to the SP encounter(s)? Yes No
If yes, how many minutes?

How many minutes is the encounter with the SP?

Is there a post-encounter written evaluation (for learner, SP or both)? Yes No
If yes, for whom and how many minutes to complete?

Is there a post-encounter feedback session with the learner and SP? Yes No
If yes, how many minutes?

Will there be a group debrief? Yes No
If yes, how many minutes?
Will this group debrief include the SP? Yes No

Are there any other parts of the event not already listed?

Please list any other questions or concerns.

Please email completed form to Karen Thomson Hall: kthall@stanford.edu