



GUIDELINES FOR REQUESTING A STANDARDIZED PATIENT/PARTICIPANT

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/Participant (SP) followed by our specific guidelines and contact information. Please note that the term SP is used for a variety of roles beyond that of Patient, including Nurse, Family members, or Interpreters.

QUICK OVERVIEW

1. **Identify need for Standardized Patient/Participant (SP):** Department contact determines that an SP is needed (NOTE: Requires a 10-12 week lead time for new project or exercise, specificity of the activity will determine timeline for booking SP).
2. **Budget:** Department contact will determine if your department has a budget and PTA for hiring SPs (see guidelines 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 to the CISL/SPP team (or bring to a scheduled consult) the SP Request Form a minimum of 6 weeks prior to request.
4. **Confirmation of request** for SP: CISL/SPP team will confirm receipt of request and review process for your specific exercise.
5. **Confirmation of SP:** CISL/SPP team will confirm with SP and department contact the availability of the SP.
6. **NOTE: Cancellation fee** for SPs will be charged if less than 2 week notice is given.

NOTE: The SPP Medical Director must review all new materials.

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

Fill out the SP Request Form (pgs 4-6) and bring to a scheduled consult or submit to: Karen Thomson Hall, Standardized Patient Program Trainer at kthall@stanford.edu, and Cc Leslie Bretón, Standardized Patient Program Coordinator at lbret@stanford.edu. Please be as specific as possible about your needs. It assists in the hiring of SPs

It is necessary to provide written material that contains a description of required session and expectations of the SP. (Example: Will they be acting only – i.e. playing a family member or a nurse – or having a physical exam as a patient? Do they require some baseline medical knowledge? etc.). Filling out the form beginning on p. 4 will help SPP staff determine if you have budgeted enough time and resources for your session. This will also be discussed in your consultation.

How much does it cost to hire an SP?

Our SPs are paid \$22/hour with a minimum of \$88 per day (4 hours) for work scheduled during regular business hours and \$27.50/hour with a minimum of \$110 per day (4 hours) for work scheduled on evenings or weekends. SPs are hired as contingent, casual part-time workers, so there is also a 7.9% fringe cost added to the labor cost of hiring a contingent. Additionally, each SP is given one "E" parking scratcher per day at a cost of \$4 per scratcher. For example, if you hire one SP for 4 hours during regular business hours, your cost will be \$88+\$6.95+\$4 for a total of \$98.95. Please note that prep and breakdown time for the SP (usually 15-30 minutes on either side of the exercise) is paid time on the clock.

If your exercise requires the use of a qualified contingent Trainer, Interpreter or someone with special skills or knowledge, they are paid \$27.50/hour with a minimum of \$110 per day (4 hours). The same fringe and parking costs also apply.

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

SPs may require a 4-hour (or more) PAID review and training for exercises, depending on the complexity of the exercise. 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 materials 3 weeks prior to the exercise to SP Trainer 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 real patients or clinicians.

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

What is the timeline?

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

8 weeks before exercise: If there is a lot of information for an SP to learn, we need to have the written materials at least 8 weeks prior to your exercise; more time is always preferable as there may be questions about the materials that need to be discussed. The SPP Medical Director must review all written materials before training can begin. We also need your fully completed request form with the dates of the exercise so that we can begin to schedule training(s) with the SPs.

2 weeks before exercise: 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 exercise. If you have a very specific or possibly hard to find demographic of SP that you are looking for (ethnicity, body build, etc.), please allow an additional 2 weeks.

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

How is the payment processed?

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

Parking scratchers will either be purchased from Parking & Transportation using this PTA or an iJournal account transfer will be processed to this PTA from CISL/SPP.

What are the rules about lunch and breaks?

Per Stanford Administrative Guide Memo 22.4, sections 3e and 3f (updated July 12, 2013), Stanford University requires a 15-minute paid rest period for every 3 ½ 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 a 30 minute unpaid lunch break after 6 hours.
http://adminguide/22_4.pdf

May I take photographs or video recordings of the SPs?

Many of our Standardized Patients are a part of various actors unions including Actors' Equity Association and the Screen Actors Guild. 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 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 teaching in a group setting or as promotional material or a research project, you **MUST** obtain permission from the SP and possibly an actor's union(s).

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

How many learner encounters can an SP complete during a day?

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.

Cancellation Policy

Cancellation: 2 week notice necessary for cancellation, otherwise the department will be charged for the activity in total and the SPs will be paid their fee as contracted.



STANFORD STANDARDIZED PATIENT/PARTICIPANT REQUEST FORM

Please complete and email to kthall@stanford.edu and lbretton@stanford.edu

Requestor Name:

Dept:

Requestor Phone:

Requestor Email:

PTA (account number):

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

EXERCISE/COURSE INFORMATION

Name of exercise/course:

Date(s) of Exercise:

Start Time (including prep):

End Time (including breakdown):

Location of Exercise (if known):

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

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

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 exercise to include interpreters? Yes No

If yes, please list language preference:

Body build: (i.e. 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

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 Trainer, Karen Thomson Hall at least 8 weeks prior to your exercise. All written materials must be reviewed by the SPP Medical Director.

Will this exercise be videotaped?

If yes, please list how this recording will be used:

Would you like permission to take photographs during this exercise? 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 exercise is being held in the ILC, will you be using B-Line for AV capture? Yes No

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, 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 exam/exercise not already listed?

Please list any other questions or concerns.