



STANDARDIZED CLIENT PROGRAM

SC Program Guide



FRED WILSON SCHOOL OF PHARMACY
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HIGH POINT, NC



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Welcome to HPU FWSOP!

Standardized Client Program

Standardized Clients (SCs) are individuals who are trained to accurately and consistently to portray patients, family members or others. This allows pharmacy students to practice patient history-taking skills, communications skills, counseling skills, and other exercises that simulate office or hospital visits. They are sometimes referred to as Simulated Patients or Standardized Patients.

During teaching or assessment activities, SCs may be interviewed, counseled, and/or have vital signs taken by students as part of the learning environment. Additionally, SCs participate after the encounters in student feedback sessions and are trained to provide verbal and/or written feedback from the patient perspective.

Ultimately, SCs are instrumental in providing students with hands-on practice in a 'safe' learning environment that is fair, free of actual patient risk, and appropriate to student learning objectives.

General Standardized Client (SC) Information

What is a Standardized Client (SC)?

A standardized client (SC) is an individual who receives training in order to portray the case history and/or the physical findings of a real client. The SC portrays the client accurately, consistently and with as much realism as possible for each interviewer/ learner. The simulation encounters are usually a medication-related or a counseling situation in which the SC is being interviewed and/or taught about medications. Occasionally, an SC will simulate a family member, or other member of the medical team.

The SC's who work with **HPU SOP** are mostly professionals, retirees or students in the area who have experience in the area of education, training, theatre or the arts. It is not necessary to have had acting experience in order to be a great SC. SC's usually have flexible schedules so that they are available during the day when most of the educational sessions take place. SC's are professional, dependable, reliable and punctual individuals who take their responsibilities very seriously.



Who can become an SC?

Anyone! No acting experience, previous experience as an SC, or medical knowledge is required.

We look for the following qualities in our SCs:

- Flexible work schedule
- Comfort performing a role: simulating symptoms, emotional states, and personalities.
- Strong observation skills and memory
- Comfort giving and receiving constructive feedback
- Strong written and verbal communication skills
- Basic computer skills
- Professional, adaptable, and non-judgmental attitude
- Interest in making a difference in the future of health care.

Why is my role important?

It is important to remember that your role as an SC is to portray a character, which puts you into a psychological relationship with the interviewer that is very realistic. Usually the learner knows that you are an SC, but doesn't know you personally.

SC's aid in the training of medical professionals by:

- evaluating the student's interpersonal and assessment skills with both oral and written feedback
- providing the students with standardized learning experiences
- minimizing risk and discomfort to real clients
- enabling the students to practice interviewing and assessment techniques before meeting with real clients.

What is a simulation?

A simulation (also referred to as an encounter or case) is defined as the creation of or appearance of reality and allows an individual to learn or to be evaluated on complex skills in a controlled situation.

Where will simulations be performed?

Simulations will be held at the Standardized Client Lab on **3rd floor** of the pharmacy school. The main door is #3044 and there are 8 individual rooms located there (Rooms 3038 to 3047).

Encounters/ Interviews

Most interviews are history-taking interviews with discussion of medication-related problems. These are usually interviews with just one SC and one student. Sometimes two or more SC's are interviewed together (parents with children, families or couples). SC's may be asked to share feedback with students following high-stakes exams (OSCEs or objective structured clinical exams) in a classroom setting with learners from the event.

Who will interview/examine me?

As an SC, you will be interviewed by different learners at different times. Your learner could be from one of our 3 classes of pharmacy students. In some cases, your learner will write a chart note or make a drug therapy recommendation based on the information you provide. Usually, you see 1st, 2nd, or 3rd year pharmacy students.

Will I evaluate my interviewer/learner?

In addition to learning history or physical findings, a trained SC learns to evaluate and/or give feedback. As soon as the simulation is complete, you may be asked to evaluate your interviewer/learner. You will give constructive feedback discussing the encounter with the interviewer/learner as soon as the encounter is over in order to point out major strengths and weaknesses. You will be asked to fill out checklists on history, physical exam and communication skills.

Assessments (scoring or grading)

Some simulations require drug therapy assessments. These are non-invasive and will vary according to the case. You will receive training in the case and what questions you will be asked by the learner to make a drug-related decision. As part of the assessment of medications you are taking, the interviewer's task is to explore your character's history, and then explain the illness and treatment options with you. You will be trained for all of this.

SC Training and Scheduling

Orientation

New SCs are given orientation training where they are further introduced to the program, our staff, this SC Guide, and our assessment and feedback tools.

Case Trainings

Case-specific training is required prior to each event. SCs are given case materials that outline a patient history (present complaint, past medical history, lifestyle, etc.) and are trained to portray that patient in an accurate, repeatable manner. Most training sessions are 2 to 3 hours long and include review of case material, role-play with trainer and fellow SCs, and practice recording data, and giving feedback. SCs are expected to have reviewed the case materials at home before arriving for training, and to be familiar with the case details.

You will be shown how to react and respond to student questions. For example, if a case involved a complaint of pain, you would be told about the pain, how severe it is, and how you are to answer questions the student may ask. Before encountering students, SCs are expected to be able to successfully present or demonstrate their role.

Where and When do SCs work?

Events take place in the Standardized Client Suite (Room # 3044) in the Fred Wilson School of Pharmacy on the HPU campus during regular weekday business hours.

We schedule simulations to meet our program needs, which vary depending on specific case requirements. SCs are matched with cases using criteria such as age, gender, race, etc. SCs serve as intermittent, independent contractors and hours vary based on program needs.

| Student Class | Day of Week | Time of Labs | Time for SCs | Comment |
|---------------|---------------------|--------------|--------------|----------------|
| P1 | Wednesday, Thursday | 1pm – 4pm | 12:30 – 4pm | |
| P2 | Monday, Wednesday | 9am – 12pm | 8:30 – 12pm | |
| P3 | Friday | 9am to 4pm | 8:30 – 4pm | Lunch provided |

How are SCs scheduled?

You will be contacted and scheduled when we have a case that fits your profile and schedule. We usually contact people two to four weeks prior to work date/s. Your acceptance of a case will depend on your availability and comfort with the simulation requirements. The number of simulations that you perform depends on the course requirements, your availability, the client case, and type of simulation. There will be training sessions scheduled prior to your scheduled case day(s).

Clinical Skills Case Activities

Most of our events are Clinical Skills sessions, with SCs roleplaying cases for our students and often offering verbal and written feedback. Most are one-on-one with the pharmacy students. There are two types of activities: teaching/practice cases and final exam cases, often called OSCS (objective structured clinical scenarios).

What and how will I get paid?

You will be paid for training and the encounter time, which is paid at a rate of \$16.00 per hour. We submit hours within 3 days of the end of the event and our accounting department will process checks. All SC’s who work with us do so as Independent Contractors. There are no taxes taken out, and you may not collect unemployment insurance through HPU.

Event Day Expectations

Where do SCs park on event days?

Please enter the High Point University campus at the Montlieu-Centennial intersection security gate. The road that you turn onto is now labeled International Avenue. Tell security you are a "Standardized Client guest of the School of Pharmacy and have been entered into iVisitor."

After you proceed through the gate on International Avenue, you will see the NEW Fred Wilson School of Pharmacy and Congdon School of Health Sciences building --the first large building on the right after you pass through the security gate.

Pre-Event

- Arrive before your call time to give yourself time to sign in and get settled in the training room or actual case room, attend an event logistics overview or ‘huddle’, get familiar with the student event schedule, and ask any question you might have.
- Complete your arrival checklist, posted in the training room. This may include tasks like setting up the computer, staging the room to verify that all props are present, making sure the instruments in your assigned rooms are functioning properly (stethoscopes, BP machines, etc.) etc.
- Review your case material. If questions arise, ask for clarification.
- If you are performing a case that requires a lab coat or scrubs, select an appropriate size from the closet in the training room.

Event

- Listen to and follow the announcements. They will tell you when to be in the room, when to start the encounter, when time is almost up, and when to conclude the encounter. If you are not sure where to be, consult the posted schedule or ask the Floor Manager.
- If you have a vacant slot, you may return to the training room or stay in the case room and relax until your next encounter. Do not leave the SC area without checking with the Floor Manager or Director, even on a long break.
- Remember that the cameras in exam rooms and hallway are always on and recording. Don’t say or do anything in the patient rooms that you would not want students, faculty or staff to hear or see.
- If your room runs out of supplies or equipment is broken, notify the nearest staff member.
- For some events, you may be asked to monitor other SCs assigned to the same case as a form of quality assurance for the program. SCs will fill out a monitoring form (Performance Checklist) for that case recorded in live time. SCs may also fill out a quality assurance form on the performing SC. When in the training room, please remain as quiet as possible so as to not disturb others who are monitoring.
- SP staff will observe SCs during performances for quality assurance. This may be done over a video monitor and constructive feedback (what to do to make the performance better) will be shared. If want clarification or suggestions, please ask staff.
- Keep the focus on the student throughout the event.

Post-Event

- If time permits, please return to the training room or speak with the Floor Manager or Director for debriefing. Be prepared to discuss what went well, what was challenging, and make suggestions for improvements. However, to save time, this information may be shared via a survey. The icon can be found in the upper right corner of your computer. Discussion can also take place when all the learners have finished their cases.

- If a case was emotionally taxing, the Director/staff may lead a wellness/de-roling exercise.
- Return lab coats and scrubs to the closet training room. Place on a stool so can be washed.
- Check in with staff to verify that no other students need to be seen and sign out.
- Complete your departure checklist and place beside the Payroll notebook.
- Give all confidential case materials to staff or leave in the room—for shredding.

What is Expected of SCs?

- **Promptness**
 - Be on time to all events and trainings
 - Respond to email, text, and phone communication in a timely manner
 - ‘No call, no show’ will result in immediate removal from our roster/dismissal.
- **Portrayal**
 - Portray the case as trained throughout the event
 - Remain standardized (consistent and accurate) with other SCs who are portraying the same case and your character is to be the same for each student
- **Professionalism**
 - Maintain professional relationships with peers, students, and faculty
 - Only interact with students inside of your role as an SC
 - Arrive to all scheduled shifts ready and able to fulfill your work obligations
 - If you must cancel a training or event shift due to an emergency, notification should be prompt and clear, and allow time for staff to find replacements
- **Confidentiality**
 - Maintain confidentiality of student performances
 - Maintain confidentiality of case materials
 - Maintain confidentiality of SC performances
 - Assume that everything is confidential unless otherwise indicated
 - If you know a student outside of the lab, let staff know so you can see another student that you do not know personally
- **Hygiene**
 - Do not wear strong fragrances (to prevent asthma attacks in others)
 - Maintain personal hygiene
- **Attire**
 - On event days: attire should fit the case and be neat/clean
 - If blood pressure measurements are to be taken, short sleeves are recommended
 - If you tend to get ‘cold’ in air-conditioned spaces, bring a sweater or jacket
- **Appropriate Behavior**
 - **Guard against unconscious bias when speaking and scoring the student** (intuition or feelings, finding a characteristic you either like or dislike, rewarding if have similar likes/dislikes/school, hobbies, etc., looking for ‘good things’ only and not finding ‘incorrect things’, similar background, etc.)
 - **Do not become too familiar with the student**, such as asking personal questions, touching the student, and having a personal inappropriate conversation, etc.

- ***Diversity and Inclusion***
 - An essential part of the job is the ability to work well with diverse populations and personalities.
- ***How do I report inappropriate behavior?***
 - Please promptly report any and all inappropriate behavior to the staff or the Director.

What Can SCs Expect From Us?

- **Activity Design:** Ensure safe working conditions in the design of the activity (number of rotations, cognitive, and psychological challenges in the role portrayal)
- **Conflict of Interest Screening:** Screen SCs to ensure that they are appropriate for the role
- **Right to Refuse a Role:** Allow SCs to opt out of any given activity if they feel it is not appropriate for them to participate
- **Clear Guidelines:** Provide clear information about the guidelines and parameters of a simulation activity
- **Wellness Strategies:** Provide SCs with strategies to mitigate potential adverse effects of role portrayal and prevent physical injury or fatigue
- **Debriefing:** Structure time and create a process for de-role-ing and /or debriefing if needed
- **Responsiveness:** Monitor for and respond to SCs who have experienced adverse effects from participation in an activity
- **Support:** Support SCs who act in accordance with delineated program expectations if a complaint is made about them
- **Confidentiality:** Maintaining privacy of the personal information of all stakeholders, including that which may be revealed within a simulation activity
- **Respect:** Respect SCs' self-identified boundaries (i.e., modesty, limits to physical touch, impact on person)
- **Training:** Training will be providing for role-playing, feedback, and assessment of students.
- **Feedback from the Director/staff:** Feedback from faculty and staff during training , quality control review, and student encounter.
- **Payment for hours worked**
 - Flat rate of \$16/hour and covers the time you are asked to be in the SC Lab.
 - There is a 2-hour minimum pay for training and events.
 - If you are asked to stay late, pay will be adjusted and if the event ends early, you will be paid for what was asked/confirmed.
 - If questions about pay arise, please contact Dylan Cortese at dcortese@highpoint.edu or 1-336-841-2895.

Thank you for your interest in working with HPU School of Pharmacy students.

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