

SP Handbook Brief Overview

We recommend reading and you can review at any time.



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Parking Reminders

Parking Arriving for Training and Events (on site):

- Traffic and parking can take extra time. Please allow plenty of time!
- In case of warning or parking ticket—send information to:

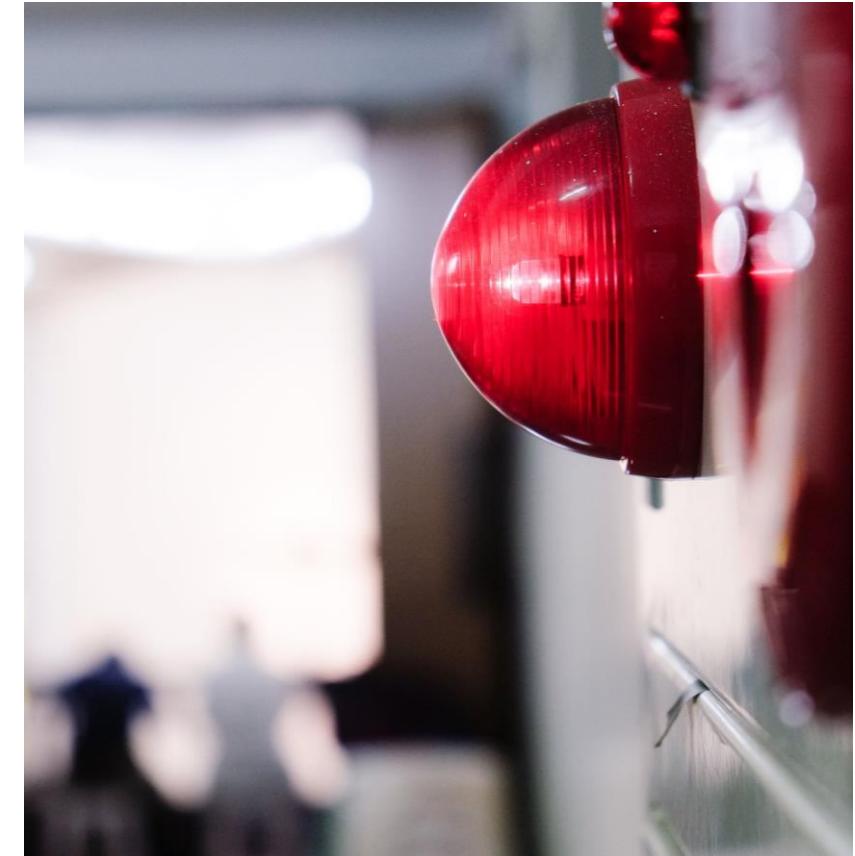
Jen Rhodes: jen.rhodes@vumc.org

Carla Williams: carla.n.williams@vumc.org

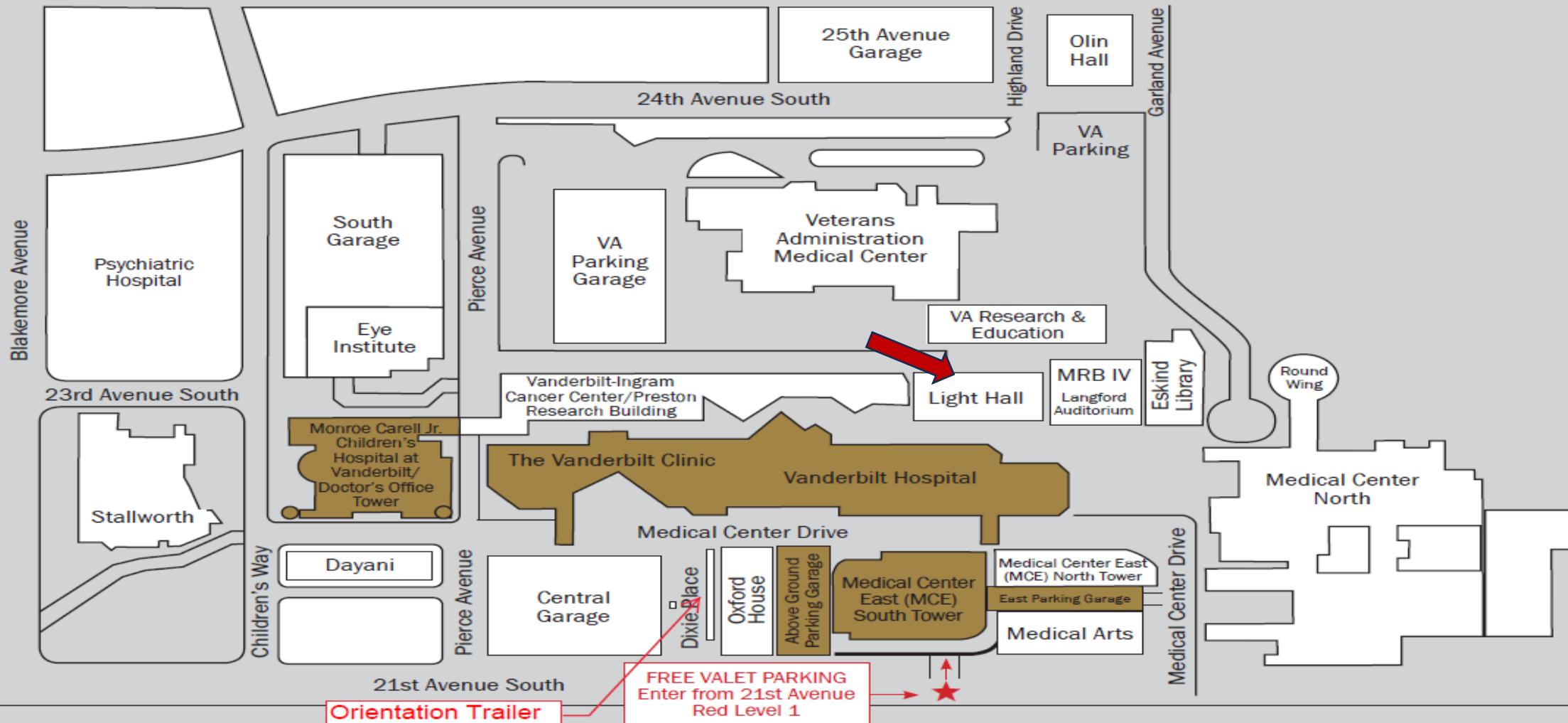
Directions to CELA (see map on next page)

There are several Kronos readers on the VUMC campus. The closest one is in the north lobby of Light Hall Building and one is in the process of being installed on the 4th floor of CELA. ***Please do not clock in more than seven (7) minutes before your scheduled arrival time.***

If you have problems with Kronos or forget to clock in/out, please email Jen Rhodes. jen.rhodes@vumc.org



Vanderbilt Bill Wilkerson Center • Otolaryngology and Communication Sciences



Vanderbilt University Medical Center Map

Arriving, continued:



For entry to CELA: please proceed to the right of the desk or the door to the left of the desk. Either is fine for entry.



Please do NOT enter the door marked “Student Work Area” even if it is open.



Sign in on the sheet provided in the SP lounge.



Inform an educator if any information is in doubt.



If you are on site for an event for which you will need a patient gown or scrubs, please select them from the linen closet and change when you arrive.

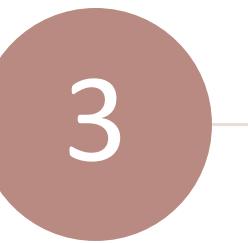
Departing:



Before you leave, check with your educator to ensure there are no outstanding issues.



Please tidy up the SP lounge: Recycle water bottles or soda cans, push in chairs, and throw away all trash.



Place used gowns and linens in the yellow laundry bags in the bathrooms.



Then sign out on the sheet you signed in on.



Video Release & Training Reminders

- **Video Release Form** (sign and return)
- **Complete Compliance Training Modules:**

These can be found on the learning exchange. Log onto the Learning Exchange:

<https://learningexchange.vumc.org/#/dashboard>

Then go to 'My Courses.'

- Fraud, Waste, and Abuse
- Standards of Conduct
- Patient Confidentiality/HIPAA
- VUMC Credo/Defining Personalized Care
- Cyber Security
- My Workday training

Training:

- An educator will contact you to schedule you for events.
- Be sure to monitor your VUMC email for follow-up information (training materials, updates on event details, etc.).
- Once you have agreed to participate in an event and the educator confirms this, *your participation is fully expected, short of an emergency or illness.*
- If an emergency or illness arises at any point during the training or pre-event process, notify your educator immediately by email or phone.

Who needs training?



You will be asked to participate in training regardless of whether you are new to a case or have done it numerous times.



As an experienced SP, your feedback and insight (especially during dry runs with other SPs) is helpful in preparing the whole group to present the case in a consistent and standardized manner.



As a newer SP, your questions are helpful in considering all aspects of the case.

Training, Continued:



Once a training date and time are set, it is considered confirmed. Trainings are held in a small group, so changing the date or time for one person impacts the entire group.



Please arrive on time to all trainings and bring a printed copy of the case information with you. You may ask your educator to print a copy for you.



You are expected to review your case materials prior to training and note any questions.



It is important to arrive for training prepared, as this results in a more stimulating and streamlined experience for everyone.



Reviewing case materials differs from specifically assigned home study. If you have any questions about upcoming events, training, materials, etc. contact the SP educator who scheduled you for that event.

Home Study

- While you are always expected to review your case materials and come to trainings prepared, you may sometimes be assigned home study.
- **Home study** is time that you commit to studying and practicing your case off-site from PHS.
- If you are assigned home study, this will be specified in your training email, and you will be paid for this time.
- Home study time for most cases is either a half-hour or an hour.



Professionalism:

- It is your professional responsibility to come to all events and trainings prepared.
- This includes knowing the details of the case and checklist (if applicable) as well as the expectations for the event (including event time, appropriate attire, etc.).
- Details about an event are in the confirmation email. Please read this carefully and contact the SP educator who sent you the email if you have questions.
- While you are on campus, you are representing VUMC and CELA. Please always behave professionally in your language and actions.
- Punctuality is expected as a basic professional practice. Contact an educator if you will not be arriving at the scheduled time.

Call Time

Your “call time” is the time that you should arrive at CELA, prepared for the day.

It is set at least 30 minutes before the start of the event in order to account for an unforeseen emergency, last minute refresher training with an educator, and to allow you to get dressed and settled into your exam room.

NOTE: If you want to eat before the event, please arrive early enough to complete your meal before the event call time.

What to bring to an event:



Bring your case summary and notes to the event.



If the emails you received about the event specify a different kind of dress from a gown or scrubs (dress clothes, pajamas, etc.), be sure to wear or bring these, too.



If you want to bring your own snacks or drinks, you're welcome to. There is a refrigerator and a microwave in the SP Lounge and coffee, tea, and hot chocolate are provided free of charge. Cold filtered water is also available.

What to Wear:

You are expected to arrive to all events having taken proper steps for good hygiene and wearing clean and presentable clothing.

Please refer to your case information or confirm with the educator about appropriate undergarments for your case. You will be expected to wear appropriate undergarments under your gown.

Appropriate underwear that provide adequate coverage includes briefs, bikinis, or underwear shorts. Please wear bras that are streamlined and easy for learners to maneuver around for physical examination of the chest and back, including auscultation of lungs and heart. Tank tops or full-coverage style sports bras are not appropriate).

For some events, you may wear casual clothing. If special clothing is required (for example a suit and tie or pajamas), you will be notified. Please refer to your case information or ask your educator if you have any questions.

On site preparation:

After you arrive, procure gown and props as needed, use the restroom, and otherwise prepare yourself for the event. You should be in your gown and prepared to enter the exam room **no later 15 minutes** before the first encounter.

Use the remaining time to review. Try to partner with other SPs on your same case and quiz each other on case details. Your educator may choose to use this time for a group practice session, so everyone should be fully prepared.

Be in place in the exam room either on the exam table or in the chair, as your case info dictates, no later than 5 minutes before the encounter begins.

Breaks

You will generally be expected to stay in your room for two encounters in a row before taking a break. Your educator will outline your break schedule for you. It is NOT advisable to leave your exam room between each encounter unless you have arranged it with your educator. If you have a question or concern and need an educator, please use the phone in the exam room.

It is your responsibility to watch the clock and make sure that you have returned to your exam room, or the observation room if you are an observer, no later than five minutes before the next scheduled encounter begins following a break.

If you need to use the restroom, please do so at the BEGINNING of your break. Waiting until the last minute can cause you or another SP to be late for the next encounter, especially if there is a wait for the bathroom.

If you wish to leave the PHS during your shift of duty, even if only for a few minutes, please notify your educator prior to doing so.

Giving Feedback:

Please refrain from giving feedback to learners about the encounter unless it is a specific objective of the encounter, and you have been trained to do so.



You are allowed to inform the learner if a technique they are performing is painful for you (extremely deep palpation or painful insertion of speculum into your ear, etc.). This is not the same as giving feedback.



We want to create a safe learning environment for them while also maintaining a safe working environment for you.



If an incident occurs during a session, inform the educator immediately.

During encounters that include physical examination, areas of your body will be exposed while learners listen, feel, or make visual observations. Your being comfortable with this type of educationally-appropriate exposure is necessary for SPs who participate in physical exams.

While students are taught proper techniques for draping to ensure patient comfort, there may be times that you feel overly exposed.

If you are exposed in a way that feels uncomfortable or inappropriate, inform the learner of this and take steps to ensure an appropriate level of modesty (*while maintaining your role as patient*).

Similarly, if a drape is not offered (for example, when the gown is being lifted to examine the abdomen), request one. If this occurs, please inform an educator

Draping:

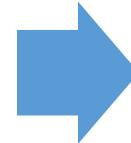
Use of the House Phone (in each exam room)

- Each exam room has a beige phone on the wall that connects to the AV control rooms.
- If you have a problem or a question during the time you are in the exam room for an event, use the house phone in the exam room to ask for assistance.
- For example, running out of drape sheets, a learner leaving a clipboard in the room, the computer screen does not display checklist, or a piece of equipment like the sensor-activated sink or the otoscope did not work during the encounter.



Event Recording

All events are recorded from the time the learner logs in on the computer in the hallway until they click “Stop encounter” (after they exit the exam room encounter).



This means that all SPs should be in the proper position when they hear the announcement: “Students are logging in.”

When it no longer reads “Exam in Progress,” THEN you can break role. If you move before this time, it will be recorded and, as these videos are later viewed by faculty and/or the learners, it undermines the realistic nature of the simulation that we seek to portray.



After the learner leaves the exam room, do not get up immediately. Stay in your role as patient and watch the computer screen in the exam room.

Event Recording, Continued:

In addition, be mindful of *all* comments that you make while in the exam room. Comments like those made aloud (even to yourself) about a learner or the encounter experience.

Our intention is to maintain respect for each learner, the educational process, and the learner's individuality so that we can create a safe learning environment.

NOTE: In order to keep your exam room computer "awake," move the mouse at the beginning of each encounter, before you get into position.

This will keep the screen visible and provide you with the "Exam in Progress" indicator.

Observation Room



If in the Observation Room during events either to complete checklists or for training purposes, please remain quiet while events are in progress.



During many events, faculty are in the room observing and it can be difficult to hear. Limit your conversations to necessary conversations only and quietly so as not to disturb them.



Also, be aware that office spaces are on either side of the Observation Room and sounds carry easily.



When you leave the observation room, please leave it as you found it (or better!) with headphones neatly beside monitor, chair pushed in, etc. and throw away trash.

Re-setting Exam Rooms

At the end of each encounter, refresh your room by replacing the table paper, throwing away used drape sheets, picking up otoscope speculums that may have fallen on the floor, etc.



At the end of the event, please replace table paper, ensure that ophthalmoscope/otoscope light is OFF, clean up the area and remove all personal items, inform your educator if there are any problems, including supplies that need to be restocked, missing or damaged equipment, etc., and turn off overhead lights.

Staying or Leaving

Expect to stay the entire time that you are scheduled. Your educator may want to meet with all SPs about the event afterward and debrief.

Do not leave earlier than your scheduled “end time” unless you have made arrangements with your educator.

Checklists:

- ❑ For some cases, you will be asked to fill out a checklist on the computer after your encounter with the learner.
- ❑ These may be based on physical examination techniques and/or communications items.
- ❑ If there is a checklist with your case, you will be given a chance to review the checklist during your training.
- ❑ After the learner has left the room, they will log on to the computer in the hallway. This will cause your checklist to appear on the computer in the exam room.
- ❑ Answer all questions using the mouse to choose your selections, then submit the information using the blue submission button in the upper right corner of the screen.
- ❑ If you have questions during this process, use the phone in the room to contact an educator.

Confidentiality of Case Materials:



All case information, checklists, and training materials are the property of CELA and are to be used exclusively for simulations authorized by CELA. Unauthorized use or sharing of these materials is strictly prohibited.



Please keep your case materials in a secure location. If you are studying on campus, please note that students could be nearby--so please ensure that you are handling all materials accordingly, professionally and confidentially.



After an event is complete, you may keep your materials in a secure location or place them in the “Shred It” box outside the Orientation room. Please do not place them in regular trash cans.



Also, do not leave your materials in the exam room drawers after a training or event.

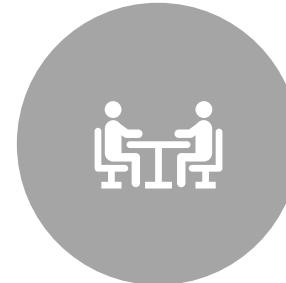
The SP Lounge



The SP Lounge is provided as an area for you during your workday, as a “green room” when you are not participating in an encounter (as an SP or observer), and as a staging area to review case details.



Be mindful that multiple voices add up and can easily become louder than intended. Help by self-monitoring the sound level and encourage others to do so.



Please use reasonable indoor conversational voice levels in the lounge and the conference room.



Do not discuss learners while in the SP lounge area.

Lockers:

Lockers for daily use are available in the SP lounge for storing your personal items while you are in CELA.

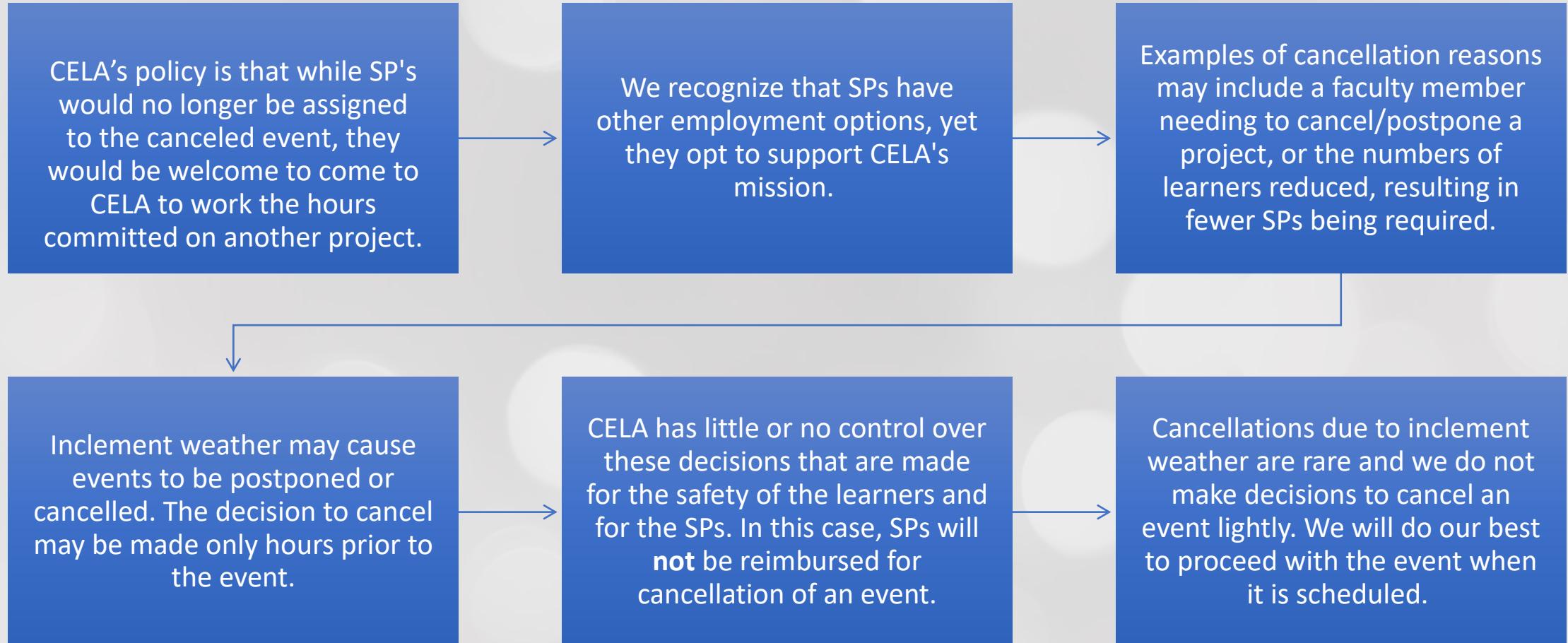
CELA is not responsible for anything left in the lockers.



Use of Cell Phones

- During training session, please refrain from texting, and making or receiving calls.
- Turn your phone to silent or vibrate during these times.
- If you are the caregiver of a child, elder, or someone who is ill, please let your educator know so that they will be aware that you may need to step out of the room if you receive an urgent call or message.
- During events, please leave your phone in the lounge area or set the ringer to silent if taking it into the exam room with you.
- If you need to make calls during the day of an event, please do so during your break times.

Event Cancellation:



Late Event Arrival or Absence

If you are going to be late or unable to attend for your event, **it is imperative you contact the primary educator *immediately*.**

If 24 hours or more before an event, email *and* call the educator who scheduled you for the event. They will respond. If they do not respond, then your information was not received.

It is your responsibility to make sure that the information is relayed.

On the day of training or the event, **CALL** your primary educator if you will not be there by the assigned call time.

If you are unable to reach them, leave a message and then try another educator or staff member. Leave a detailed voice message, including a call-back number.

Lunch during Full-day Events:



If you are participating in a full-day event, it is VUMC's policy that you take a 30-minute unpaid lunch break once you reach 6 working hours.



During this time, you can eat lunch that you have brought with you (the lounge has a microwave and refrigerator/freezer) or go to a nearby restaurant (within walking distance that will allow you to leave, eat, and return within 30 minutes).



For a few events, there is not adequate time to leave for a meal, so one is provided by CELA. You will be informed ahead of time.

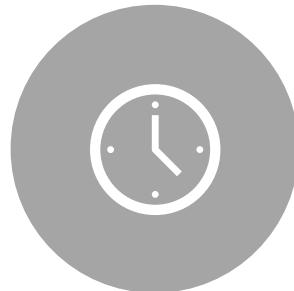


You are responsible for your own lunch unless otherwise informed or noted in advance that lunch will be provided by CELA for the event.

Kronos (Time Keeping System):



Every SP is responsible for ensuring that all information is recorded in Kronos is accurate. This includes your home study hours assigned by your educator.



The hours should be recorded on your timecard on the day before your training during normal business hours.



Please remember the ONLY time you are allowed to manually place time on your timecard is home study, you are never allowed to change your work start or work end times.

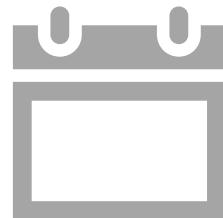


This will be done by the Timekeeper (Jen Rhodes) only after all times have been verified through the Timekeeper database.

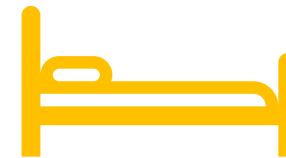
Kronos, continued:



If you notice a discrepancy on your timecard, please email Jen at jen.rhodes@vumc.org with your concerns.



All timecards are reviewed every 2 weeks before approval and submission.



All corrections to timecards are completed by the Timekeeper by Monday mornings prior to biweekly pay weeks.

Discrimination:

- We are committed to the principles of equal employment and affirmative action.
- VUMC does not discriminate on the basis of race, religion, sex, national or ethnic origin, age, disability, sexual orientation, or military service in administration of policies, programs, and activities and employment.
- Any staff member who experiences harassment or discrimination based on characteristics listed above should immediately seek assistance through Employee Labor Relations Equal Opportunity, Affirmative Action, Disability (EAD): <https://hr.vumc.org/Employee-Relations>

Harassment

- It is important that VUMC faculty, staff, and students enjoy an environment free from implicit and explicit behavior used to control, influence, or affect the well-being of any member of our community.
- Harassment of individuals based on their race, sex, religion, color, national or ethnic origin, age, disability, or genetic information is unacceptable and grounds for disciplinary action and constitutes a violation of federal law.
- Equally unacceptable within the University is the harassment of individuals based on their sexual orientation, gender identity, or gender expression. Employee Labor Relations, Equal Opportunity, Affirmative Action, Disability (EAD): <https://hr.vumc.org/Employee-Relations>

Immunizations:



TO PROTECT BOTH EMPLOYEES AND PATIENTS, THE MEDICAL CENTER **MANDATES THE INFLUENZA VACCINE FOR ALL VUMC EMPLOYEES.** THIS APPLIES TO ALL VUMC EMPLOYEES, FACULTY, STAFF, RESIDENTS AND FELLOWS, TEMPORARY WORKERS, TRAINEES, VOLUNTEERS, STUDENTS AND VENDORS.



ALL VUMC EMPLOYEES MUST BE COMPLIANT (VACCINATED OR EXEMPTED). ANY VUMC EMPLOYEE REQUESTING AN EXEMPTION MUST DO SO BY THE DEADLINE.



FLU VACCINATION EXEMPTIONS ARE LIMITED MEDICAL, ALLERGY, AND SINCERELY HELD RELIGIOUS OR PERSONAL BELIEF.



IT IS CELA'S POLICY THAT, FOR THE SAFETY OF PATIENTS, ANYONE EXEMPT FROM THE FLU VACCINE CANNOT PARTICIPATE IN *IN SITU* EVENTS IN THE HOSPITAL DURING FLU SEASON. FOR MORE INFORMATION, VISIT [HTTPS://WWW.VUMC.ORG/HEALTH-WELLNESS/EMPLOYEE-INFLUENZA-VACCINE-PROGRAM](https://www.vumc.org/health-wellness/employee-influenza-vaccine-program)

Video Records Policy

CELA is committed to quality education and training.

Learners are routinely observed and evaluated as an integral part of their education and development of professional competencies, either directly or through video, as appropriate to the objectives and format of the experience.

These are an integral part of the teaching and assessment methods of trainees.

VUMC Social Media Policy

The VUMC Social Media Policy provides guidelines outlining how VUMC supports institutional communication goals through social media platforms.



The policy is intended for internet activities that associate or identify a faculty or staff member with VUMC, use VUMC email addresses, or discuss VUMC. In keeping with the Electronic Communications and Information Technology Resources policy (HR-025), **VUMC email addresses should not be used in conjunction with unofficial or personal social media accounts and profiles.**



This policy is not intended to guide online communications when employees do not associate or identify themselves with Vanderbilt.

Communication and Confidentiality

If you have an experience with a learner that you need to express concerns about, please ask your educator for one-on-one time to do that (during a break or at the end of the event).

Since this is a center for experiential learning (and because individuals have their own unique styles), sometimes the learners will perform physical maneuvers or ask questions in a different way than you were expecting.

Please refrain from talking about this unless you have concerns about what you experienced and need to communicate it with an educator.

Our goal is to maintain respect for each learner, their process, and their individuality, creating a safe learning environment for them.

VUMC Employee Discounts:

Can be viewed on the VUMC HR page: <https://hr.vumc.org/discounts>



Sign up for discounts listserv (if you're interested)
<https://hr.vumc.org/secure/discounts/listserv>



Discounts are subject to change seasonally/periodically

Supervisor Contact Info

Jen Rhodes Cell

615-544-5367



Again,
Welcome to
CELA!!

