



UNIVERSITY OF CALGARY CUMMING SCHOOL OF MEDICINE

Medical Skills Centre Client Handbook

Location

Health Science Centre, G505, 3330 Hospital Drive. NW, Calgary, Alberta, T2N 4N1

Regular hours of work are Monday through Friday, 8:30-4:30

Contact information

Room booking services	403.220.2589 irrooms@ucalgary.ca
Standardized Patient Trainers	403.210.6070 spatient@ucalgary.ca
Rainer Kahl, Coordinator	403.220.7044 rkahl@ucalgary.ca
Jeanne Mack, Manager	403.220.8468 mack@ucalgary.ca

Facility information

The Medical Skills Centre (MSC) is a purpose-built facility, designed to accommodate teaching sessions for small groups of 5 to 6 students, a Standardized Patient and a teaching physician, with a focus on Patient/physician simulation and Objective Structured Clinical Evaluations.

The Med Skills Centre consists of 36 clinical spaces, convertible to 18 double-sided rooms divided by a one-way viewing window. The MSC configuration includes three Problem Based Learning (PBL) rooms. Each PBL room has a retractable wall between the A & B sides, allowing each of the three PBL spaces to convert into larger rooms.

❖ *Please note: Food & Beverages (other than water) are not permitted in the clinical rooms.*

All MSC Clinical rooms have audio and video monitoring and recording capabilities-

- The clinical rooms have some of the medical equipment you might find in a Doctor's office, including:
 - an examination table,
 - a sink, soap, and paper towels,
 - Kleenex
 - otoscope,
 - ophthalmoscope,
 - thermometer,
 - blood pressure cuff,
 - MIR kit (cotton balls, & cotton swabs, alcohol swabs, tongue depressor, measuring tape)
 - Mitylite 18" x 48" table and chairs.
 - horizontal (1" venetian) blinds
- ***Please note: Clients are welcome to use supplies in each room, however if new, unopened items are required, it is up to the client to supply them.***
- Client must bring their own alcohol based hand sanitizer, if required. The MSC does not provide this item.
- The main doors of the Medical Skills Centre unlock at 8:00 AM and lock again at 4:30 PM, Monday to Friday. Other doors entering the MSC remain locked at all times.
 - Requests for electronic access overrides for MSC doors must be received a minimum of 3 days in advance of the session, by contacting Room Booking Services at irrooms@ucalgary.ca. Watch for confirmation that your request has been received.
- Two single-use gender-inclusive washrooms
- Waiting area (this is a shared resource when multiple bookings exist)
- Preceptor Lounge (must be booked in advance)

- Magnets and clips are provided to post information on the metal doorframes.
- Adhesive putty may be used to post signs on walls.
- A selection of numbered station signs, in a variety of colours, is available for use in the MSC upon request.

PLEASE NOTE: Cellophane tape of any sort is not permitted for affixing signs or posting to doors or walls.

Technology

- Public address (PA) system can reach entire facility or be restricted to individual rooms and corridors,
 - Three microphones enable a maximum of three clients to utilize the PA system simultaneously.
- Each clinical room is equipped with a camera, microphone, video monitor and DVD player/recorder, providing the ability to record encounters.
 - Permission to record encounters with Standardized Patients must be obtained from the MSC Manager or the Coordinator in advance of your booking.
 - The use of recordings involving SPs is restricted to the purpose of student review only.
 - Recordings of SP sessions are not to be copied, distributed, broadcast, used in classroom or group teaching, uploaded onto the internet, or viewed under any other circumstance other than individual student review.
 - Clients are to bring their own disks for recording. DVD recording equipment in the MSC rooms require DVD-R discs.
- Monitoring equipment, connected to a central control room, enables the AV department to record multiple stations simultaneously. This is a valuable service for recording multiple stations and large OSCEs.
 - Please contact the Audio/Visual department at AVMed@ucalgary.ca , well in advance, to arrange for central recording.
- Each clinical room has a live internet jack, and WiFi connectivity.
 - Guest Passwords must be arranged with Information Technologies (IT) at ITSupport@ucalgary.ca prior to your booking.
- Preceptors' Lounge with room monitoring equipment. Headphones are available upon request for secure listening.

- Telephone Stations are possible in select rooms. Contact the MSC to identify possibilities and make arrangements.

Cancellations

Occupants are required to provide 15 business days notification of booking cancellations.

- Facility/room cancellations require 15 days' notice
- Standardized Patients and/or MSC Staff cancellations require 48 hours' notice
- Late cancellations will result in charges for:
 - The full cost of the scheduled shift, for each SP/Employee affected.
 - The full estimated cost of room rentals as per the Contract for Occupancy.

Emergency Contact Numbers

Facility Emergencies in the event Security onsite is unavailable – Security: 403-220-5333

Caretaking Mon – Friday 220-3098 or cell 403-888-0671 (daytime), 403-612-1467 (evening)

Evening & Weekends Security Contact: 403-220-5333, their cell phone: 403-880-1889.

Security Operations Centre can be called at 403-220-5333 and ask to have the Supervisor call back. security.operations@ucalgary.ca

Fees and Additional Services

The following costs are to be paid to Instructional Resources, Cumming School of Medicine, and University of Calgary. Clients will be invoices upon completion of the event.

Instructional Resource (IR) and Medical Skills Centre staff, including Standardized Patients, are employees of the University of Calgary. Alberta Labour laws, and terms and conditions of the AUPE Local 52 Collective Agreement apply. ****Any shift less than 3 hours will be billed a minimum three hours.***

- Standardized Patient (SP) Services invoiced at \$30.00/hour (minimum three hour call).
 - This includes SPs engaged as dedicated timekeeper/announcer
 - When SP training is required on a separate day, it is a separate shift, and the minimum three hour call applies.
- SP Trainers Services invoiced at \$35.00/hour (minimum three hour call when training is required).
- SP Wranglers (required when SPs are engaged in client sessions) are billed at \$35.00 per hour.

- Facility Monitors, present in the Medical Skills Centre outside regular office hours, are billed at \$35.00/hour (minimum three hour call). For multiple concurrent bookings, the rate will be prorated.
- A Session booking fee of \$12.51 charged for each SP required.
- An additional Training booking fee of \$12.51 charged if SP training is required on a separate day.
- Services of IR Porter invoiced at \$30.00/hour (minimum 3 hour call).
- Room charges are billed as per the Contract of Occupancy.
- Paid parking will be provided to SP's (includes Trainers/Monitors) and will be billed back to the client.
- 15% Administration Fee will be adjusted to all invoices, and GST if applicable.

Staffing

Instructional Resource (IR) and Medical Skills Centre staff, including Standardized Patients, are employees of the University of Calgary. Alberta Labour laws, and terms and conditions of the AUPE Local 52 Collective Agreement apply, including:

- Paid rest periods of 15 minutes duration
- Unpaid meal breaks of between ½ hour and 1 ½ hours duration.
- If, during their meal break, the SP is required to remain on the premises, they are sequestered, or their movement restricted, their time will be paid and food is to be provided.
- Overtime rates apply after 7 hours.

Porter Services are available for assistance. Request must be received at least two weeks in advance of a booking for staff scheduling. Contact irporter@ucalgary.ca to submit your request.

Standardized Patient services are available for Communications or Physical exam small group teaching, or for OSCE style assessments. Limitations exist as to who can engage Standardized Patients. Please confer with the Manager or Coordinator regarding eligibility.

Please submit SP requests at least 5 weeks in advance of a booking.

Contact spatient@ucalgary.ca and copy rkahl@ucalgary.ca to submit requests or for further information.

- SP staff are compensated for the time they are scheduled, even if the time worked is less. Please check you Call time and End times carefully when submitting SP request.
- If sessions run longer than scheduled, the SPs must be compensated until such time as the session concludes.

SP Wranglers are assigned when a client engages SPs. Client are invoiced at \$35.00/hour (minimum 3 hour call)

Duties of a SP Wranglers:

- Check in all Standardized Patients,
- Liaise with the client and the SP Staff to facilitate effective communication of duties, expectations or concerns.
- Coordinate the movement of SPs to facilitate smooth operation.
- Ensure SP requirements are addressed, such as having access to appropriate props, tools, hospital gowns robes, draping, blankets etc,
- Ensure SPs are prepared and in place, ready to work when required.
- Ensure requirements of the SP Staff, as outlined in the AUPE Collective Agreement and the IR policy are being adhered to.
- Assist SPs with the sign-out/payroll procedures at the end of the session.

A Facility Monitor will be present in the Medical Skills Centre for the duration of bookings outside regular office hours. Client are invoiced at \$35.00/hour (minimum 3 hour call). Monitor charges are pro-rated when multiple clients occupy the Medical Skills Centre at a given time

A Facility Monitor is assigned when a client books rooms in the Medical Skills Centre.

Duties of a Facility Monitor

- Act as point person in the event of an emergency, Emergency Marshall during an alarm
- Provide access to the Medical Skills Centre until an electronic override is in effect.
- Unlock MSC room doors booked by the client
- Turn the Centre lights on.
- Make photocopies for the client (Black/White .05/each, Colour .51/each)
- Ensure the client has fulfilled their obligation to return the Centre to its original state.
- The Monitor may be assigned additional administrative duties directly related to the event.
 - Clients reset the Medical Skills Centre room to the appropriate configuration as per guidelines displayed in each room,
 - Client remove equipment or materials brought in, or delivered, before vacating the premises.
 - Clients remove any refuse and leave the Centre in an acceptable start for the next user.
- Turn off lights and secure the MSC rooms at the end of the event.

Please note: Food & Beverages (other than water) are not permitted in the clinical rooms. Additional rooms can be booked in the G600 series, adjacent to the Medical Skills Centre, for food service, meeting areas, etc.

Set-up of Function

Clients who make significant changes to room configurations in the Medical Skills Centre, or any room in the Health Sciences Centre, are required to reset the room(s) to the original configuration.

Porter Services are available for assistance. Requests must be received at least two weeks in advance of a booking for staff scheduling. Contact irporter@ucalgary.ca to submit your request. Fees will apply.

Users are required to clean up after themselves. Alternately, the client has the option to make advanced arrangements to pay for janitorial services. To arrange Caretaking services, in advance, email fmdcustomercare@ucalgary.ca or call 403-220-7555.

- Garbage and recyclable material must be placed in the appropriate containers.
- The client must remove equipment or materials brought in, or delivered, before vacating the premises.
- Garbage container and recycling container bags should be sealed and placed outside of the MSC, and new bags placed in the containers.
- Failure to clean-up will result in additional fee will be charged to the users.
- Damages and spillage incurred by usage will be the responsibility of the Occupant.

Additional Supplies

The University's housekeeping staff maintain the Medical Skills Centre. The client may wish to arrange Weekend Support services, for a fee (all costs billed directly), with **Facilities Management** on an overtime, student workers or part-time staffing basis. Email fmdcustomercare@ucalgary.ca or call 403-220-7555 to make arrangements.

Some housekeeping supplies on hand, for customer access, in the cabinet by the women's' SP change/washroom:

- Broom and dustpan
- Extra toilet paper, paper towel, and large garbage bags

Please note: Food & Beverages (other than water) are not permitted in the clinical rooms.

Standardized Patients

If you require Standardized Patient (SPs) services, the Medical Skills Centre must receive detailed SP requirements 5 weeks in advance of your booking. Information required includes:

- job expectations (Physical Exam or History station)/case
 - If physical exam,
 - What systems will be examined
 - Preferred SP demographic - gender, age, physical requirements
 - Wardrobe requirement for physical exam is hospital gown, gym shorts and sports bra unless otherwise indicated.
 - Client participants are to engage in proper draping procedures at all times.
 - A physician, in the role of instructor or assessor, is to be in the room with the SP during the physical exam procedure.
 - If History station
 - titles and synopsis of the scenario with medical issues/potential triggers,
 - Patient demographics - gender, age (specific or range), physical requirements.
- The number of SPs required per case, and the total number of SPs required for the session.
- The MSC Staff must receive copies of finalized SP scenarios at least three weeks prior to the session.

The Medical Skills Centre is the primary work environment for the Standardized Patient staff. SPs have unrestricted access to the SP Locker/change/Washrooms, as this is private space, with secure facilities.

SPs are instructed not to bring personal belongings, valuables and electronics into the clinical room when engaged in SP encounters.

SPs may use lockers in the SP change area to lock up their property. MSC Management must approve any deviation to this standard, in advance of the booking.

CLIENT REQUIREMENTS ARE PUBLISHED ON THE INTERNET

When Standardized Patient services are required, the Medical Skills Centre publishes the “patient” requirements, and a synopsis of the scenario, on the internet via a secure server by way of a customized SharePoint application.

Standardized Patient staff log into the applications with their secure UCID log-in, to review the work schedule, client requirements, and to register their interest to work on projects of their choosing.

FOIP

The Medical Skills Centre Manager, Coordinator and SP Trainers oversee Standardized Patient activities. The University of Calgary adheres to strict standards of Freedom of Information and Protection of Privacy (FOIP). The MSC will not share personal contact information of the Standardized Patient Staff.