



# User's Guide

Please take a few minutes to read the following user's Guide.

**This guide is not intended to replace the Clinical Skills and Simulation Center Policy and Procedure Manual**

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## 1. General Information

### a. Contact Information

#### Address:

Clinical Skills and Simulation Center.

P.O.Box 21589

Jeddah 80215

KSA

Phone: (+966) (12)6401000 / 14600/14602/14604

Website: [http://csc.kau.edu.sa/Default.aspx?Site\\_ID=140073&Lng=EN](http://csc.kau.edu.sa/Default.aspx?Site_ID=140073&Lng=EN)

- c. Hours of operation – CSSC generally operates 8:00 am to 4:00 pm  
Sunday through Thursday . “After hours” and weekend programs are possible, but require approval in advance by the CSSC administration.
- d. All faculty must have on file a signed *Acknowledgement of CSSC Policies and Procedures*
- e. In-Situ programs – These programs take place in real clinical settings (pre-hospital, medical transport, outpatient clinics, hospital units) and account for a portion of CSSC activities.
- f. Food and Beverages – Refreshments are permitted only in the launch room. No food is allowed in CSSC simulation rooms.
- g. Photography and Video – See CSSC Policy related. All participants must have on file a signed and dated *Authorization Release for Photography and Video*.
- h. Dress Code:
  - i. Staff and instructors are expected to always present a professional appearance.
  - ii. Participants are expected to wear appropriate attire for their department or organization and for the simulation program.
- i. Contact Information - All CSSC faculty and instructors must provide the CSSC administration current contact information..
- j. Printing and photocopying is not available at the simulation center for learners/participants. Faculty and instructors are encouraged to print educational materials prior to arrival. Faculty may be granted permission from the CSSC Manager to photocopy under extenuating circumstances.
- k. Restrooms are available within the simulation center for individuals involved in CSSC programs.
- l. CSSC is not responsible for any loss or damage to personal property brought into the facility, including any rooms or other

## 2. Equipment and Facility Usage

- a. The CSSC is available for use by KAUH clinical departments and educational programs. It may be used by collaborators and outside organizations as approved by the CSSC Director.
- b. All programs must be initiated through a *Request for Simulation* form
- c. A consult with the CSSC staff must be completed to review expected program content, space requirements, and equipment needs prior to scheduling (see related Policy)
- d. Scheduling programs – (see Related Policy)
- e. Changes to room configurations, equipment, or other aspects of the program

must be made at least 48 hours in advance of the event.

- f. CSSC has several types of simulators. All instructors and participants must be familiar with the basic functions of the equipment for their simulation program. Not all aspects of the simulators need to be addressed, just those that are pertinent to the specific course. If a client desires more in-depth information about how to operate or program a simulator, an appointment can be made with the CSSC staff.
- g. Equipment and supplies identified in the program request and development process will be provided by CSSC if available. There may be specialized equipment and supplies that are not available within CSSC. This will be addressed in the planning phase..
- h. The equipment and supply lists will be confirmed with CSSC staff during the planning process.
- i. Equipment will be inspected prior to the start and upon completion of all courses. Any damage beyond normal wear and tear to CSSC equipment during the course is the responsibility of the Lead Faculty and respective department.
- j. Troubleshooting – A CSSC staff member will be available during the program to troubleshoot all equipment. In the event that equipment is malfunctioning, he/she will attempt to repair the equipment. If the equipment cannot be repaired, a replacement will be provided, if possible. Rarely, a program may need to be rescheduled due to equipment failure.

### **3. Materials Used in CSSC Programs**

- a. Latex – CSSC is NOT a latex-free facility. If you have a latex allergy, use the same protective measures employed by The KAUH System.
- b. Medication Usage – Simulated medications are used within CSSC and during in-situ programs. All individuals are responsible for assuring that simulated medications, vials, bags, syringes are left in the CSSC facility or with the CSSC manager for proper handling.
- c. Written and electronic materials (scenarios, cases, checklists, evaluations, etc.) developed in conjunction with CSSC for simulation programs shall be managed and maintained by CSSC. CSSC may use these resources for other programs

### **4. Audio-Video Recording**

- a. Debriefing is an essential component of quality simulation programs. AV recording of simulation activities, programs, and scenarios is a powerful tool, allowing learners and instructors to immediately review and provide feedback on performance.
- b. Small handheld cameras are available for use when needed. These may be operated by CSSC Faculty and Instructors.
- c. Recordings will be stored, maintained, and deleted by CSSC according to Policy – Audio/Video Recording and Photography.
- d. CSSC Faculty may wish to create a more permanent AV record by downloading recordings of their learners. CSSC can set appropriate permissions in the software to facilitate this process. Instructors who do this, assume responsibility for these recordings and must abide by the Confidentiality and Authorization Release for Photography included learners.

## **5. Faculty and Instructor Activities**

- a. It is in the best interest of learners, participants, and the Mission of CSSC to assure that faculty incorporates sound simulation-based methods in their programs. To this end, faculty and instructors are expected to complete required educational programs.
- b. The CSSC can refuse the use of CSSC resources to those who have not completed appropriate preparation.
- c. CSSC Faculty are strongly encouraged to participate in the broader healthcare simulation community on a regional, national, and international level. This may include research, publications, and presentations. Appropriate recognition of CSSC-affiliation should be included in such activities.
- d. A high degree of collaboration between CSSC faculty and instructors is encouraged in the development of multidisciplinary and multi-specialty programs, research projects, and presentations
- e. Collaboration with other institutions and simulation centers is encouraged. The CSSC Director and Managers are available to provide assistance in allocating resources and should be involved in the planning process. Approval of the CSSC Director is required for projects that involve use of CSSC resources.

## **6. Creating a Program / Course**

- a. A "Request for Simulation" is required for all programs in order to properly design a high-quality simulation program. Various elements must be addressed and all sections must be completed. CSSC Director or Deputy will work with faculty to complete the request.
- b. CSSC staff will work with lead faculty prior to the program date to assure that the program is implemented in accord with elements of the Request for Simulation and pre-planning meeting(s).
- c. Simulation cases must be developed based on sound educational or testing methodology, including clear goals, objectives, outcomes, and evaluation metrics

## **7. Conducting a Program / Course**

- a. Lead Faculty will provide a list of participants to the manager at least 48 hours prior to the program.
- b. Faculty and Instructors should arrive prior to the scheduled program, allowing enough time to confirm with the CSSC staff that all resources are in place for a successful program.
- c. Control Room - In order to provide high-quality programs, CSSC Manager has the final authority to determine who can be in the control room at any time. Learners/participants are generally not allowed in the control room. Faculty and instructors are allowed in the control room to observe and direct simulations for their learners. Verbal conversations should be kept to a minimum while a scenario is running.

## **8. Program Cancellation**

- a. Courses may be cancelled or denied due to lack of available resources or scheduling restrictions.
- b. If circumstances arise within CSSC that prevent program execution, including equipment, space or personnel issues, CSSC staff will contact lead Faculty as soon as reasonably possible after the issue is discovered. CSSC will work with Faculty to resolve the issue in order to arrive at a solution or reschedule the program.

- c. CSSC has a right to cancel simulations based on inclement weather.
- d. If faculty must cancel a program, they must contact the CSSC administration no later than 48 hours prior to the program to prevent unneeded set-up/reparation.
- e. Professional courtesy dictates that lead faculty notifies CSSC as soon as possible so as to free up resources for other departments.
- f. Faculty is responsible for notifying participants/learners of course cancellations.
- g. Participants who are unable to attend a program should notify the lead faculty directly, rather than CSSC.

**9. In-Situ programs – Special Considerations**

- a. Lead faculty will assist the CSSC Manager in securing appropriate clinical space and equipment for in-situ programs. See policy #7.
- b. Lead faculty and Instructors will assist the CSSC staff with restoring the clinical space after a program to assure that all simulation materials, supplies, equipment are cleared and the environment is returned to its pre-program state.
- c. Practical measures will be taken by Faculty, Instructors and CSSC staff to assure insulation of simulation activities from patients, family, and visitors. Reasonable efforts will be made to inform individuals that a simulation event is taking place to minimize alarm and disruption.

**10. Standardized Patients / Professionals (SPs)**

- a. SPs are incorporated in simulation programs as one of the many methods to achieve stated objectives of a program or scenario.
- b. SPs roles and scripting are incorporated as part of the program development process.
- c. CSSC recruits SPs for specific programs and maintains a database of eligible individuals which characteristics important to link specific SPs to program requests.
- d. CSSC provides SP training to consistently and reproducibly portray a real encounter. CSSC staff and Faculty collaborate on SP program-specific scripting and training.

**11. Precautions, Safety, Security**

- a. While practicing skills at the simulation center, learners should practice the same safety precautions that they would follow in a clinical setting. Learners will be expected to use the same universal precautions.
- b. Hand washing or use of hand sanitizers shall be part of practice in the simulation center.
- c. Fire Evacuation plans – in the event of a fire, the simulation center must be evacuated according to the plans set out by KAUH.
- d. Medical Emergencies – Any medical emergency occurring at the simulation center will be treated as it would be anywhere else on the KAUH.
- e. Sharps – It is the joint responsibility of both learners and instructors to ensure that all sharps used during a session (i.e. IV needles, suture needles, scalpels) are disposed of properly and safely in sharps containers before leaving. Under no circumstances may sharps or supplies be removed from CSSC or in-situ simulation areas.
- f. All injuries shall be reported to CSSC Director or simulation manager immediately.

**12. Conduct**

- a. All Faculty, Instructors, and Participants are expected to support the mission of the

CSSC. All should exercise the highest level of professionalism, integrity, ethics, and mutual respect.

- b. All simulation center users, including learners, instructors and standardized patients, are expected to be punctual.
- c. Out of consideration for other programs taking place at the simulation center users are asked to keep noise to a minimum.
- d. Users must remain in the space or spaces designated to their session and not wander the simulation center unless accompanied by a simulation center staff member.
- e. Access to the store room and utility room is restricted to simulation center staff only.
- f. Unauthorized photography and AV recording is not permitted in the simulation center. Anyone requiring photographs for a presentation or poster must obtain permission from the CSSC Manager who will ensure that written consent is obtained from anyone featured in the photographs.
- g. CSSC administration reserves the right to suspend privileges of Faculty, Instructors, or Participant/Learners for misconduct or misbehavior. A notice will also be sent to the appropriate department Chair notifying him/her of the reason for the individual(s) suspension. Reinstatement may take place after appropriate remediation and agreement between the CSSC Director, applicable Department Chair and Chief Medical / Nursing Officer.
- h. Anyone found intentionally damaging CSSC property or removing property or supplies from the simulation center without permission will be reported to the appropriate Faculty, supervisor(s).

### **13. Confidentiality**

- a. Due to the nature of the programs that take place at the CSSC, confidentiality is of utmost importance. Faculty learners and instructors agree to not discuss program content outside of the program. This helps to preserve the experience for others.
- b. Learner performance data is available to only that individual learner, CSSC staff and Program Faculty / Instructors who must maintain confidentiality in accordance with CSSC policies.
- c. Standardized patients agree that they will not disclose any information related to CSSC .
- d. Many CSSC programs are recorded to facilitate immediate debriefing and review of performance. CSSC Faculty, Instructors, Staff, and Learners/Participants may review relevant recordings using the B-LINE system. CSSC assigns appropriate levels of security access within the system.

### **14. Reporting Problems / Issues**

- a. Equipment – Malfunctioning equipment must be reported to the simulation staff who will attempt to resolve the issue. If the issue cannot be resolved, a room change or equipment replacement will occur whenever possible.
- b. Human Resources – For concerns about staff or instructors, please contact the CSSC Director.

### **15. Miscellaneous**

- a. CSSC Policies and Procedures complement those stated in this document, but supersede those of CSSC if there is a conflict.