Welcome to the 2nd edition of the Standardized Patient Program (SPP) Newsletter, your source for news and information about the Standardized Patient Program at McMaster.

We are all very grateful for your continued work with the Program, and want to thank you for your dedication and commitment over the years on behalf of the University.

We are also pleased to inform you that we have been receiving excellent feedback from the users of the Program with respect to the new case catalogue and the organization of the Standardized Patient Program in general. So congratulations all around!

simulation.mcmaster.ca

If you haven’t already, check out our new website!

Please visit our new website at simulation.mcmaster.ca and poke around! We have added lots of useful information, and there’s much more to come. On the website you will find a page dedicated to “Information for SPs” which includes a variety of documents and notes, as well as maps and manuals.

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Case Catalogue Review

Last year’s success!

The entire case catalogue was re-written last year - some 1200 cases (many of which had not been used for years or were out of date) have been reduced to approximately 100 cases. This necessitated retraining for almost all cases, which is why some of you found yourselves enacting fewer of the older cases.

In response to multiple demands from the Programs for the catalogue rewrite, we have recruited many new SPs to the program in the last year. It is unfortunate that many of our longstanding and best trained SPs are booked less than they have been in previous years. Please recognize that this in no way reflects the outstanding quality of performance that our SP partners have provided in the past, and are continuing to provide at the current time.

Going Forward

We strive for both the cases and the SPs to accurately represent the range of clinical scenarios our students will encounter. In addition, when it comes to licensing exams and OSCEs, recruiting of SPs by age, gender, and other specifics is out of our hands as we are required to recruit those individuals specified by the testing agency/program. We have deliberately held back in recruiting new SPs within demographic groups that are already well represented in the Program so as to preserve as much work as possible for our long-serving SPs, but we have increased enrolment in other demographic groups to better match SPs to the specific cases for which they are trained.

Our main objective is always to find ways to achieve our mission of improving the delivery of effective education to the Programs we serve. We are very open to any suggestions on how this system can be improved and we welcome your input at any time, either by email, phone or the comments box at the front of the Centre.

Expansion To KW & Niagara

We are pleased to announce that we have expanded our Program into the Niagara Region. In collaboration with Niagara College and Brock University, we are building a roster to provide standardized patients, standardized clients, and warm body volunteers to all programs at the three schools. If you are interested in joining the SP roster in Niagara, please contact niagspp@mcmaster.ca

In the coming months we will also start an SP Program at our Kitchener-Waterloo campus. We’ll keep you posted!

CSBL Renos

Over the next year or so you will notice many changes happening in the CSBL, and we are thrilled!

The first stage of the upcoming renovations will include adding a second clinic area and once that phase is complete, the existing CSBL will also undergo some changes.

We do not have a start date yet, and it will be a long process, but changes are coming.
CSBL Food & Drink Policy Update

You may have noticed signs posted in the Centre indicating that the food and drink policy has changed. While the NO FOOD policy in the clinical rooms remains the same, you are now allowed to bring beverages with you.

We appreciate you working with us on this policy to keep the Centre clean and mouse-free! Remember to be cautious with drinks. If an accidental spill happens, please clean the mess.

To Eat or Not to Eat?

Unless we inform you upon booking that you will be provided with a snack or meal, you should expect that none will be provided.

If you feel that you may require a snack or meal during your simulation, please come prepared with your own food, which can be kept in the SP Waiting Room and consumed during your break. If your booking is not in the CSBL, please ask your tutor where an appropriate place to store your food would be.

Note that refrigeration is not available, so pack accordingly.

If you have any questions or concerns regarding the provision of food, please speak to the SP Program directly, do not approach the requestor/tutor.

Workshops in Well Woman Care—A New Look

We are excited to announce that the workshops in Clinical Skills for Well Women Care (formerly referred to as the “Pelvic Workshops”) have been updated and are now advertised on-line through McMaster Continuing Health Sciences Education.

With recent changes in screening guidelines for women’s health, it was the perfect opportunity to take an already successful and highly sought after resource to the next level.

Dr Donna Fedorkow from OBGYN and Beth Murray Davis from Midwifery, assisted with the revision of content for the workshops and new resources were added. We have received excellent feedback from the learners on the first round of workshops held in May and June. Many thanks to Heather Stewart and Paulette Malcolm for years of dedication to organizing and running the program, and to our Well Women Teaching Associates for their invaluable contribution to the learners.
SP Boy/Girl Scout Kit

A feeling no one cares for is being caught unprepared. Many times bookings require a physical exam even when the case requested is a history. We always inform our SPs of what will be expected in a simulation, but on occasion the lines of communication break down between the requestor and the SP. With that in mind please remember to always be prepared! Here is a short list of what you should bring with you to any booking:

Your booking information
   This includes the location, time, case number and tutor name.

The case you are booked for
   It is always good to have your case on hand to go over any details with the tutor, and also for you to review before beginning to simulate.

Clothes in case of a physical exam
   Always bring shorts and a t-shirt with you for physical exams. Even for bookings that don’t request them, it’s a good idea to have them.

Paysheet and a map of campus
   To ensure you get paid for the time you work, and to make sure you find where you are going. You can find both of these in the SP waiting room.

A book
   Always good to have, and easy to carry along (mostly) in the event you are left to wait awhile before simulating. If you have to wait for your tutor to arrive, a book is a great way to stave off boredom and keep your SP brains humming along at tip-top shape.

Stood up for a simulation?

Nothing feels worse than being stood up on a date. If you have been waiting for the tutor to pick you up from the waiting room, please make the effort to locate the room the session is scheduled in (found on the large TV screen by the front desk) and give a little knock on the door. No answer? Double check the email offer or come and see us if this occurs during business hours. If all else fails, remain in the waiting room.

If you find yourself at a booking off-site and the tutor does not arrive, please contact the office in case the tutor has informed us of changes. If you are scheduled after hours, you’re best just to remain where you are.

For all bookings, if the tutor does not arrive to meet you, please remain at your location for 1.5 hours, or the length of your booking, whichever is less. Send your Trainer an email as soon as possible so we’re aware of the situation and can follow up.

Lisa: trainsp@mcmaster.ca       Tyler: trainer@mcmaster.ca

OSCE Case Return:

In an effort to maintain confidentiality and security of case material, it is essential that you return all OSCE cases you receive. Going forward, please print your name on OSCE cases prior to returning them to the SP Program office at sign in on OSCE night.
Quality Assurance

Congratulation SPs! Following our Catalogue revisions and case retraining last summer, we have received much positive feedback regarding the quality of you, our SPs!

We recognize the potential disconnect between your simulation experiences and our knowledge of what happens during a simulation session. We rely heavily on feedback from you, faculty and students. Please come prepared for your bookings with copies of the Quality Assurance (QA) form on hand should a tutor ask you for one. It is the tutor or faculty member’s responsibility to submit QA forms to us. QA forms can be found in the SP Waiting Room.

Please feel free to stop by or send us an email with any concerns you may have (we don’t bite, promise!) If you would like to keep it anonymous, we have a comment box in the main foyer.

Coming to the CSBL this Fall:

New Episodes Weekly!

Undercover Trainers! In each episode, Trainers will be embarking on a new mission to observe the inner workings of the Program (i.e. observe you, the SP, during a simulation). While sitting in or observing on the other side of those mysterious two-way mirrors, trainers will see the effects their decisions have on others, where the problems lie, and get an up-close look at both the good and bad in a simulation.

Airs Monday – Friday, ET. Stay tuned.

Parking Passes

Policy review:

If you are scheduled for 2 hours or more, you will be provided with a day pass voucher to cover your parking while working as a SP. If you are scheduled for 1.5 hours or less, you will receive one or two hourly parking pass vouchers, depending on how long you are scheduled for as an SP. You are covered for an extra 30 minutes of parking time; this is in consideration of the time it takes you to get in and get out. For example, if you are scheduled for 30 minutes, you would receive one hourly parking pass voucher; if you are scheduled for 1 or 1.5 hours, you would receive two hourly parking pass vouchers. Remember to always bring your entry ticket with you to the CSBL – without this you will not be given a voucher.

How to use DAILY vouchers: Upon exiting the gate in the parking garage, first insert your entry ticket; then, wait for instructions on the screen; insert your voucher.

How to use HOURLY vouchers: Upon exiting the gate in the parking garage, first insert your entry ticket; next, wait for the instructions on the screen; then insert your first voucher (if you only have one to use, proceed to exit); if you have a second voucher to use, you will wait again for the instructions to show up on the screen; insert your second voucher.

In Memoriam

As many of you are aware, the SP Program lost a dear member this spring. John McFadyen passed after a brief battle with illness. John contributed to the SPP not only as an SP, but also as a Trainer, support staff member, and most importantly, a mentor to many. John had been with the Program for about seven years, and had a knack for making himself known to all. Larger than life (physically and metaphorically), John’s presence will be missed.
We Practice Safe Spam!

We often find that our emails automatically get sent to junk folders, though we are not sure why. We suggest that you add the following email addresses to your “safe sender” list to avoid missing offers or important messages from the SPP:

lnorman@mcmaster.ca
trainer@mcmaster.ca
trainsp@mcmaster.ca
examsp@mcmaster.ca
ballarc@mcmaster.ca
simpats@mcmaster.ca

*NEW* spadmin@mcmaster.ca

Who ya gonna call?

Well, we aren’t the Ghostbusters, but we can help you with many other SP Program related issues. Review this chart to help you decide who is best to contact when something comes up that you aren’t too sure about:

<table>
<thead>
<tr>
<th>If you have questions/concerns about…</th>
<th>Contact</th>
<th>By e-mail or phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>SP Program staff, policies</td>
<td>Leigh Norman, Program Administrator</td>
<td><a href="mailto:lnorman@mcmaster.ca">lnorman@mcmaster.ca</a> ext. 22958</td>
</tr>
<tr>
<td>Payroll, travel expenses/ reimbursement, personal information changes (phone #, address, email address), T4s, ROEs, CPP, resignation, parking, other general questions</td>
<td>Christina Ballarano (maternity leave), Administrative Assistant</td>
<td><em>NEW</em> <a href="mailto:spamin@mcmaster.ca">spamin@mcmaster.ca</a> ext. 22138</td>
</tr>
<tr>
<td>Case content, confirmed bookings, parking</td>
<td>Lisa Da Maia, SP Trainer</td>
<td><a href="mailto:trainsp@mcmaster.ca">trainsp@mcmaster.ca</a> ext. 22388</td>
</tr>
<tr>
<td>Case content, confirmed bookings, parking, Well Woman’s Workshops</td>
<td>Tyler Brent, SP Trainer</td>
<td><a href="mailto:trainer@mcmaster.ca">trainer@mcmaster.ca</a> ext. 22355</td>
</tr>
<tr>
<td>Niagara Program</td>
<td>Kevin Hobbs, SP Trainer</td>
<td><a href="mailto:khobbs@mcmaster.ca">khobbs@mcmaster.ca</a> 905-735-2211 ext. 7188</td>
</tr>
</tbody>
</table>