General Center Policies

ACCESS & OPERATIONS

The Clinical Skills and Simulation Center (CSC) is located in Redwood and Alumni Halls on the Midwestern University- Downers Grove Campus (555 31st Street). The CSC is open Monday thru Friday 8:00am – 4:30pm. It is closed Saturday and Sunday and during all University holidays.

The CSC staff is available Monday – Friday during business hours by telephone or via email at ilsimcenter@midwestern.edu. Center staff will respond to your inquiry within 2 business days.

All rooms in the CSC are locked during and outside of regular hours of operation. Use of the facilities and equipment should be pre-scheduled at least 6 weeks in advance to ensure availability and appropriate staffing. Any activities scheduled outside of regular business hours will require faculty presence and a signed indemnity agreement on file with the Center.

LAB FACILITIES

The CSC contains 8 clinic-based examination rooms in Alumni Hall equipped with similar equipment and supplies as found in an outpatient clinic setting. The CSC contains 2 simulation lab rooms in Redwood Hall designed to mimic hospital-based, critical care environments including: Intensive Care Unit, Emergency/Trauma Room, Hospital Floor, Pediatric Floor. The simulation lab rooms house 3 high-fidelity simulator mannequins (1 adult and 2 pediatric). Adjacent to the simulation labs in Redwood hall is a 12-person conference/debriefing room which includes the same standard classroom AV equipment.

The CSC is available for use by all Midwestern university students, faculty, and affiliated healthcare professionals when used as part of an approved CSC event or activity. The additional use of any outside equipment must be cleared by Center staff.

RESERVATIONS & CANCELLATIONS

All activities at the CSC should be pre-scheduled. This includes equipment training or practice for faculty, course development practice, course training for learners or standardized patients, assessments or testing, meetings, tours, or any other activities. Pre-scheduling will help ensure that the CSC provides an optimal training environment for all by minimizing interruptions to meetings, assessments, and trainings. We will accept drop-in appointments, but cannot guarantee space or equipment availability upon your arrival.
Room and equipment reservations should be made 6 weeks in advance. All room reservations are completed through the campus Resource Scheduler: (http://mwuschedule.midwestern.edu/resourcescheduler/login.asp). Verbal requests will not be authorized or confirmed. When making resource requests and appointments, please ensure you allow adequate set-up and breakdown time (Center staff can assist you in budgeting adequate time).

Once room availability is guaranteed, an EVENT REQUEST FORM must be emailed to ilsimcenter@midwestern.edu within 7 days of the reservation. If not received within 7 days, the room reservation or equipment will be released. Indefinitely holding rooms or equipment without a scheduled event is prohibited.

Final case or event materials must be received by Center staff at least 4 weeks in advance of the event. Changes to event case materials, student schedules, and/or staff resources may be made up to 7 days prior to an event. After this deadline, significant event alterations cannot be accommodated. If the CSC is unable to accommodate the changes, rescheduling of the event may be required.

The CSC must be informed of all necessary cancellations or changes of meetings, courses or trainings as soon as possible. Once a cancellation occurs the Center reserves the right to rebook those resources for another activity.

On rare occasions when unforeseen events require the rescheduling or cancelling of an activity at the CSC, every effort will be made to reach all involved parties based on contact information provided when the activity was originally scheduled.

EQUIPMENT

No equipment may be removed from the CSC without prior, written consent from either the Center Director or University Executive office. All equipment is valuable and should be handled with the care commensurate with its value. If any center equipment (i.e. simulators, computers, AV resources, etc) is not working, immediate notification will be made to the CSC staff with a copy of that notification to the Center Director.

USER TRAINING

All faculty, staff and students must be trained on the operational flow, proper use of and treatment of equipment and center policy and procedures prior to use of CSC resources. For activities involving task-training equipment or simulators, additional training may be necessary for proper use and care of these items.

CSC CENTER ETIQUETE

The CSC serves as a valuable education and training resource for the Midwestern University academic community. Therefore, respect for equipment, resources and scheduled activities is expected by all. The following policies should be followed at all times:
• Event organizers are responsible for clean up after their event. Rooms and equipment should be returned to their original state, unless otherwise requested by CSC Staff;
• Faculty, staff and students are not allowed to freely roam the Center. Participants are expected to stay in designated areas for their authorized event;
• No food or beverages will be allowed in the Center unless authorized by CSC Staff;
• Absolutely NO food or beverages will be allowed near high-fidelity simulators or in faculty viewing rooms. No exceptions;
• No decorations, posters or signage may be hung on any walls in the CSC. Any signage or posters must be placed on easels and approved by CSC staff;
• Smoking is prohibited in both Alumni and Redwood Hall. Smoking is permitted outside of the facility and at a minimum of 25 feet away from all public entrances and air intake ducts;
• All equipment is valuable and will be handled with the care commensurate with its value;
• If any simulation equipment is not working, immediate notification should be made to CSC staff and a copy of that notification provided to the Center Director.
• The high-fidelity simulators are simulating actual patients and deserve the safety precautions that would be taken with any patient. Safety interventions that are required are:
  o Proper hand washing prior to care
  o The patient will always be treated with respect
  o Maintaining privacy at all times
  o Communicating professionally when in the area of a patient
  o Insuring the patient is physically safe in the bed and not at risk of any injury or fall
  o Two man transfers are always utilized in moving the patient
  o Non-human or Simulation patient is safe from any sharp objects and no part of non-human or simulation patient is removed or injured

CATERING

In the event a program would like to cater food in the CSC during an activity, certain policies should be followed:

• Catered food or beverages must be authorized in advance of the event and approved by CSC staff;
• Catered food and beverages are allowed in a designated break room, classroom, and conference room ONLY;
• Food and beverage may not be served or carried into any CSC space;
• Outside caterers must be aware of and adhere to the CSC policy against open flames inside Alumni and/or Redwood Hall. Warming trays must be electric;
• CSC staff does not provide nor organize catering for events;
• No alcohol may be served during an event within the CSC;
• Expenses, set-up and clean up for meetings or events which include food or beverages will be the responsibility of the event organizer or course director.
**FIRE SAFETY**

Alumni and Redwood Halls are protected by a system of smoke detectors tied into a fire alarm. In the event a fire alarm sounds, all participants in the CSC must proceed to the closest exit. Once outside, participants should maintain a distance of at least 100 feet from the building until instructed by security that the building is safe to reenter. Open flames and blocking front exit doors in any way is strictly prohibited.

**PARKING**

Parking is available on all surface lots of the campus. Additionally, covered parking is available in the parking structure. The CSC does not provide special parking accommodations for event participants.

**FEES & CHARGES**

All wages, resources, and/or supplies used in conjunction with an event will be tracked. Programs are granted a blanket capacity for usage at the beginning of each Academic Year. This capacity is determined from previous use and expressed additions/subtractions for the coming year. Additional or expanded activities which may exceed the budgeted capacity may result in a fee. Any and all requests which may result in an assessed fee will be disclosed to the college/program. Fees will be assessed to any outside organizations or clubs not accounted for in the annual budget. To obtain an estimations of fees and charges prior to booking your event, please contact the Center Director, Jacqueline Jordan Spiegel, MS, PA-C at jspieg@midwestern.edu or 847.630.1541.

**AUDIO & VIDEO**

Stationary lecturing, wall mount flat screen monitor, and computers are available in classrooms and conference/debriefing rooms for use during or post event. Computers are equipped with standard University software including Microsoft Office applications, Turning Point, Adobe Acrobat, and Internet Explorer. Wireless internet access is available throughout the Center.

Use of outside A/V equipment must be preapproved by the University Media Resources Department prior to use.

The CSC has the capability in all clinic and simulation rooms to provide audio and video recording of events. All students, faculty and Standardized Patients utilizing the Center must have a signed, valid *Video Use and Confidentiality Agreement* on file with the CSC prior to any event.

Video capture and recording during Wellness examinations will be strictly prohibited. All A/V equipment will be turned off during invasive events to ensure privacy and security of the Standardized Patient.
Video Records: Access, Use & Archiving

Midwestern University is committed to quality education and training. Toward this end, students are routinely observed and evaluated as an integral part of their education and in the development of their professional competencies, either directly or through video records, as appropriate to the objectives and format of the experience.

Because video recording creates a potentially enduring record of images, policies regarding confidentiality, security, and record retention must be clearly conveyed, understood and adhered to by students, faculty and staff. This policy addresses the intent, handling, and potential uses of Video Records, as well as the duration and manner in which Video Records are maintained, retained and destroyed. For the purposes of this manual, Video Records shall include all forms of analog and digital media designed to capture and store images and/or sound.

All those with access to Video Records will maintain the confidentiality, privacy and dignity of those individuals seen on the video images, as described below and as defined in the Video Use and Confidentiality Agreement. Any copying, duplication, or other form of distribution of audio or video footage released by the CSC is prohibited. Violation of this policy may result in student dismissal or faculty/staff termination.

ROUTINE CURRICULA USE OF VIDEO RECORDS

Video Records obtained in the course of education can be used to:

- Provide feedback to students to improve their performance;
- Formally assess student achievement and/or competency;
- Help evaluate and improve college or program curriculum;
- Evaluate and improve our teaching and assessment processes using human and non-human simulations;
- Aid in the teaching of future students (Institutional Purpose);
- Conduct research (Scholarly Purposes)

Institutional Purposes: Video Records provide opportunities for the Colleges or Programs to enhance student learning and faculty training. For example, videotaped scenarios showing physical exam techniques could be used to train students in subsequent years or in different courses. In cases where the Video Records include a recognizable image of a student, faculty or Standardized Patient written permission of those individuals will be obtained prior to the use of any such images. This permission will stipulate the specific use(s) of the Video Records, including the duration of use. The student or Standardized Patient reserves the right to agree or disagree to its use with or without stipulations. Such stipulations may include limitation to specified use(s) or the de-identification of features or voice so as to diminish the likelihood of recognizing the identity of the individual. All stipulations will be documented in the consent. Even after such consent has been granted, individuals retain the right to revoke their consent at any time.
**Scholarly Purposes:** Midwestern University faculty may wish to use data collected in the course of academic projects to advance the general understanding of medical education or clinical care processes with the intent of disseminating their findings in the form of published papers, presentations and other venues of scholarly work. Authorized Faculty may review *Video Records* in preparation for scholarly activities. However, any research use of *Video Records*, or data obtained from them, will require IRB review and approval. The proposed use of video images must be included in the IRB submission. Depending on the nature of the proposed research, the IRB may or may not require written informed consent from those students and standardized patients being videotaped in accordance with its policies. Regardless, all research personnel who have access to *Video Records* must still be authorized for such access as specified above. IRB-approved uses of *Video Records* may include retention policies that are different than those described herein and will prevail in these circumstances.

**CONFIDENTIALITY OF VIDEO RECORDS**

All *Video Records* generated within the CSC are maintained on a private network server within the CSC server room. Firewall protection is maintained according to accepted standards of Midwestern University. Access to the server room is limited to the Center Director and authorized IT staff. Access to all *Video Records* is password protected.

*Video Record* viewing is controlled on a need-to-view basis. Only those Midwestern University faculty or staff, with a legitimate educational need, ordinarily those faculty or staff associated with the Clinical Skills and Simulation Center (CSC) and/or the educational program, course or curriculum for which that *Video Record* was generated, will have access to *Video Records*.

The Center Director in conjunction with the originating course director and the CSC Simulation Technologist will manage the permission to view and use *Video Records* by authorized faculty, staff, and/or students. Any other use of *Video Records* requires permission and authorization as described above.

Regardless of accessibility, no faculty or staff will view or use any *Video Records* without first submitting a duly executed and signed *Video Record Use and Confidentiality Agreement*.

In general, it is the policy of Midwestern University to prohibit recordings of any type from being released to persons outside of Midwestern University.

**VIDEO RECORD RETENTION AND DESTRUCTION**

*Video Records* will be maintained in accordance with Midwestern University Record Retention and Destruction policies as specified by the respective College and/or Program for which that student is/was matriculating.

*Video Records* that are not a part of a student's permanent record will be retained until electronically destroyed, normally one year following the student's graduation or within one year of
the end of the student's tenure as a designated Midwestern University student, whichever comes first.

Video Records that are considered a part of an official student record or portfolio such as those created during high-stakes assessments (i.e., those that regulate student progress through a MWU curriculum) may be retained longer, as outlined in the Midwestern University Video Record Retention and Destruction policy and in accordance with the University record policies.

Center Staff & Support

The CSC is staffed with a Center Director, Standardized Patient Coordinator, Simulation Technician, and Administrative Personnel. Contact information is below:

- Center Director, Jacqueline Jordan Spiegel, MS, PA-C, jspieg@midwestern.edu, 847.630.1541
- Assistant Director, TBD
- Simulation Technician, Matt Giova, mgiova@midwestern.edu, 630.515.7366
- SP Coordinator, Mary Hendershott, mhende@midwestern.edu, 630.515.7448
- Sr. Administrative Assistant, TBD

The CSC staff is available for support prior, during and following scheduled events/activities. The following exceptions may apply:

- Technical support for any outside equipment brought into the CSC
- Basic meeting or training supplies may be made available through the CSC, but should be confirmed in advance. Otherwise, they will need to be provided by the Course Director or meeting coordinator.
- The CSC staff, except where outside equipment is involved, will generally handle set-up and breakdown for training activities. There are exceptions, please verify for your event.

The CSC staff is available Monday – Friday between 8:00am – 4:30pm by telephone or via email at ilsimcenter@midwestern.edu. Center staff will respond to your inquiry within 1 business day.

CSC ADVISORY COMMITTEE

To help the Center meet the needs of University programs and students, an advisory committee was established. The purpose of the committee is to identify policies and procedures which will facilitate fair and effective distribution of center resources, provide input on the enhancement of products and services, and strategically plan for future expansion and opportunities. The committee is comprised of a representative appointed from each college and/or program. The committee is chaired by the Center Director.

CSC EVALUATION

Upon completion of any events or activities at the CSC, we encourage individuals to complete an evaluation form regarding your experience. Your honest feedback is appreciated and will help improve future activities. Additionally, feedback and suggestions may be sent anytime to the Center Director, Jacqueline Jordan Spiegel, MS, PA-C at jspieg@midwestern.edu or 847.630.1541.