



California Health Sciences University

COLLEGE OF OSTEOPATHIC MEDICINE (COM)

SIMULATION SCHEDULING & TOUR POLICY

PURPOSE

The CHSU Simulation Center and Program policy is to designate the scheduling of appropriate resources for all simulation-based experiences, request independent study, and course or exam remediation. Further to establish guidelines for scheduling tours in the CHSU Simulation Center.

SCOPE

This policy affects all Simulation Center administration and staff, CHSU faculty, staff, and participants (external and internal) who work in and with the CHSU Simulation Center.

POLICY STATEMENT

To ensure fair and equitable allocation of the resources available through the Simulation Center, all clients (internal and external) are required to submit a request to use the facilities.

The Simulation Center Conference Room (175) and Skills Lab (186 & 179) can be requested through the Outlook Calendar but requires approval from the Simulation Center Director to avoid conflicts.

Only student interest group faculty advisors may request simulation and/or skills practice including after hour events. Initial requests are made through the Office of Student Affairs.

The Simulation Center calendar can be used by CHSU faculty and staff to find an open time for an event or tour. Once the request is received, simulation center staff check for conflicts and enter the event or tour into the calendar. Access is based on available days and times per requests. All requests are confirmed by an email calendar appointment.



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- Non-simulation event requests refer to the [CHSU Campus Facilities Policy](#).
- Multiple Dates for Curricular Events – These are based on the course needs for use of the simulation center facilities, either a single room or multiple rooms.
Email the list of days and times to simulationcenter@chsu.edu
- Simulation-Based Experiences – A new or revised patient case/scenario that requires planning in collaboration with the simulation center staff:
 - Contact the Assistant Manager Simulation Operations for manikin based patient cases.
 - Contact the Assistant Manager Standardized Participant Program for standardized patient cases.
 - A [Simulation Scenario Request Form](#) can be started by simulation staff or by the faculty who then email it to simulationcenter@chsu.edu

If any of the following occur, the Simulation Center Director or staff would be unable to provide the requested scheduled experience. Notice will be given as early as possible to all involved once the problems have been identified.

- The systems (education management software, cameras, audio announcing, etc.) are down and was needed for recording or testing
- Manikins are malfunctioning and were requested for testing
- The Simulation Center as a facility went down mechanically (electrical, temperature/air conditioning, etc.)
- The Simulation Center staff become unavailable to provide the experience due to accident, injury, emergency, etc. This includes standardized patients who were scheduled and/or canceled before the experience.

No-shows or late arrivals (15 minutes or greater) could result in the loss of requested time due to overlap with the next simulation-based experience.



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The Simulation Center Request Timeframe aids in planning for each semester and should be followed. The Simulation Center and staff will work with the parties involved to resolve any time and space conflicts. A face-to-face meeting between the parties requesting space and the Simulation Center and staff may be required.

Timeframe for Requests for Semester Planning

Four Months	Two-Three Months	Two Months	One Month	Remediation
All summative assessment simulation-based experiences	All formative assessment	All formative practice learning experiences	All skills development and/or validation	All formative or summative assessments are scheduled based on availability of the Simulation Center facilities and staff.

Requests for Tours

All customers to the Simulation Center are welcome to tour the facility. Tours are conducted by a Simulation Center employee in collaboration with the requester.

The Simulation Center has expensive equipment, simulators, and computers to be safeguarded by qualified trained staff. The center is a unique building and is viewed as a “clinical learning environment and classroom”. The simulation program strives to be student-centered and asks visitors to respect student learning time when scheduling a tour. In general, tours will not be schedule during student patient practice and testing as the simulation staff are fully engaged in the learning experience and out of respect for students’ focus on their personal learning.

Impromptu or unannounced tours cannot be guaranteed and can only be accommodated if time and simulation staff are available. The person requesting the tour should notify the simulation



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staff by email or Teams before coming to the center. Every effort will be made to accommodate a tour.

The Simulation Center staff will ensure arrangements, safety, and quality for all tours. Not all equipment may be available nor appropriate for some tours (e.g., small children).

A simulated patient demonstration can be requested in advance and if time permits.

RELATED INFORMATION AND PROCEDURES

- A. A confirmation email will be sent from simulationcenter@chsu.edu once a tour date has been verified. Directions, parking, and contact phone is included.
- B. An online satisfaction survey may be sent to attendees following the tour.
- C. When requesting, consider the level of guest for the tour. The requesting party can ask for changes in the tour given time permits.

Level	Description	Included	Length of Time
Gold	VIP Potential donors Government officials City and community leadership Potential candidates for CHSU leadership Community student preceptors CHSU Accepted students & families Affiliation agreement site staff	Conducted by and with the Simulation Center or designee All simulation staff available for introductions and questions All manikin patients and monitors on and ready to have conversations Full tour of the clinic, hospital and skills labs HoloAnatomy demo using HoloLens May be shortened for non-clinical guests	1 hour
Silver	IP Faculty candidates New Faculty CHSU info sessions for potential students & families Healthcare individuals from the community CHSU event guests unless requested to upgrade by CHSU leadership	Conducted by and with the Simulation Center or designee Brief introductions to simulation staff Two manikins and monitors on (adult & pediatric) and ready to have conversations Overview tour of clinic, hospital, and skills labs HoloAnatomy demo using HoloLens May be shortened for non-clinical guests	45 minutes
Bronze	Walk Through Guests of CHSU faculty & staff Others as requested	Meet the Simulation Center Designee conducts the tour One manikin and monitor on (adult), no HoloLens	15-30 minutes



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D. High School Sim Days can be done based on early scheduling/planning and availability.

When requesting, consider the target audience.

Target Audience	Audience Tour Lead Ratio Lead Staff	Time (minutes)	Activities
High School (9-12 grade) (technology focused, non-health careers)	15:2 <i>Chaperones Required</i> Simulation Staff	5-20	Manikin capabilities demo, A/V equipment demo, training equipment, health career in technology focus
Prospective students (high school health science, college health careers, pre med)	5:1 Faculty Facilitator Simulation Staff Simulation Director CHSU medical student	30	Manikin capabilities demo – simple scenario run through, Standardized patient demo – simple scenario run through Skills practice can be requested
High School Junior & Seniors in health career tracks	Requests must be made 6 months in advance Preferred number of students for each station: 6 Requests for higher numbers can be negotiated	4-6 hours	High School Sim Day 3-6 Station rotations

RESPONSIBILITIES

A. Simulation Center Director, Simulation Center staff, all CHSU faculty and facilitators, internal and external clients and students of CHSU are responsible to uphold and follow this policy.

HISTORY (R*)

Approval Date:

7/5/2023

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R: COM Dean

A: Simulation Center, Associate Dean for Osteopathic Clinical Education and Simulation

C: COM Faculty and Staff, CHSU Legal Counsel, CHSU Policy Development Committee,
Simulation Personnel

I: CHSU Community