POLICY AND PROCEDURE MANUAL

Duke University School of Nursing
Center for Nursing Discovery

Table of Contents

Information, policies and/or procedures in this manual are the CND operational policies unless superseded by Duke University and/or the School of Nursing

Introduction

The Center for Nursing Discovery

The Center for Nursing Discovery (CND) is a state-of-the-art simulation center located within the Duke University School of Nursing. The CND provides a variety of instructional methodologies to support nursing and interprofessional education. Among the educational strategies used are the following:

- Simulation using computerized adult and pediatric manikins
- Role-playing
- Self-instruction
- Faculty-assisted instruction
- Procedural task trainers to develop specific hands on skills
- Standardized patients (trained actors)
- Innovative, state-of-the-art multimedia

Using students' learning styles as a guide, students and faculty select various methods to broaden assessment, communication, psychomotor and cognitive skills within a safe environment. Replicating the essential aspects of a clinical situation allows a student to more readily understand and apply these skills when in a clinical setting. The use of a blend of low fidelity and high fidelity simulations approximates what the students may encounter in the clinical setting. The student is given the opportunity to practice clinical skills, in a realistic learning environment, which can be transferred into safe clinical practice.

Key concepts in the CND learning environment include the following: patient safety, communication, interdisciplinary collaboration, teamwork, cultural competence, informatics and evidence-based practice. Components of these concepts are intertwined throughout the curriculum.

In the support of a rich learning environment and in conjunction with course objectives, the CND supports the following goals for students:
- Improve performance
- Improve critical thinking
- Increase confidence
- Increase active learning
- Increase competence
- Increase critical analysis of performance
- Decrease stress

Original: April 2016
Revised: 12/2019, 8/2020, 6/2021

Introduction

Mission/ Vision/ Values

Mission

The mission of the Center for Nursing Discovery (CND) is to provide a safe, supportive and interactive student-centered environment for all programs of study. The CND enhances learning by integrating didactic content with hands-on experiences, and promoting problem solving, clinical reasoning, critical thinking and clinical judgment. This unique environment prepares learners to deliver care in a diverse and complex healthcare environment.

Vision

The CND is committed to using innovative educational strategies and interdisciplinary collaborations to develop compassionate, confident and competent nurses who will become future leaders and change agents for 21st Century healthcare.

Values

The CND values are consistent with the Duke University School of Nursing's (DUSON) philosophy https://nursing.duke.edu/about-us/philosophy including integration of respect, integrity and compassion throughout all learning experiences.

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Introduction

Hours of Operation

- The CND is located in:

    - Christine Siegler Pearson Building, on the second floor (north wing) of the Duke University School of Nursing, at 307 Trent Drive, Durham, North Carolina, 27710

    - Health Innovation Lab, on the 2nd floor of the Interprofessional Educational Building, at 311 Trent Drive, Durham, North Carolina, 27710

- Normal business hours are from 8:00 am to 5:00 pm Monday through Friday throughout the calendar year. After hours and weekend events must be scheduled in advance and approved by the CND Director.

- The CND can be accessed after hours by obtaining permission from the CND Director. The following areas <u>do not</u> require special permission for off-hour access:

    - The task trainer room 2130 and physical assessment lab room 2064 can be accessed by all students using their ID badges.

    - The operating room suites (2072, 2076) are accessible to nurse anesthesia students by using ID badges.

Introduction

Staff and Contact Information

CND Phone Number: 919-681-1716

Website: https://nursing.duke.edu/centers-and-institutes/cnd-center-nursing-discovery

Director	Nicole Petsas Blodgett, PhD, RN, CHSE nicole.blodgett@duke.edu Pearson 2120; 919-684-0346
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Clinical Nurse Educator	Jamie Mancuso, MSN, RN, CPNP-PC jamie.mancuso@duke.edu Pearson 2132; 919-613-9582
Technical Operations Coordinator	Raymond Brisson III, CHSOS raymond.brisson@duke.edu Pearson 2134; 919-613-7171
Simulation Technology Specialist	Tiffany Parker tiffany.parker@duke.edu Pearson 2115; 919-684-1625
Clinical Lab Instructor	Dana Convoy, MSN, RN, CEN dana.convoy@duke.edu Pearson 2064A; 919-681-1716
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Introduction

Policy and Procedure Review

- Faculty, clinical instructors and facilitators are to review the Policy and Procedure Manual prior to utilization of the CND.
- Students are oriented by the CND staff to applicable policies before their first experience in the CND and at subsequent events as needed.
- CND Policies are located on our website (https://nursing.duke.edu/centers-and-institutes/center-nursing-discovery/center-nursing-discovery-resources)
- Policy and Procedures are reviewed on an annual basis and updated as needed. Faculty, staff and students will be made aware of any changes within the CND via email and/or the DUSON internal newsletter; *The Monday Update*.

Introduction

Simulation Best Practices

The CND has adopted the Society for Simulation in Healthcare's (SSH) *Defining Excellence in Simulation Programs,* SSH Simulation Dictionary, International Nursing Association for Clinical Simulation and Learning (INACSL) Healthcare Simulation Standards of Best Practice™, Association of Standardized Patient Educators (ASPE) Standards of Best Practice. Each of these resources can be found on the CND website or accessed via the hyperlinks listed below

- The SSH's Defining Excellence in Simulation Programs is available via hardcopy with the Assistant Director or (https://www.ssih.org/SSH-Resources/Publications/Defining-Excellence)
- The SSH Simulation Dictionary https://www.ssih.org/Dictionary.
- INACSL Healthcare Simulation Standards of Best Practice™ https://www.inacsl.org/healthcare-simulation-standards/
- Association of Standardized Patient Educators (ASPE) Standards of Best Practice: https://www.aspeducators.org/standards-of-best-practice

The INACSL Healthcare Simulation Standards of Best Practice™, SSH dictionary terms, ASPE Standards of Best Practice, and SSH's Defining Excellence are used throughout our simulation events (planning, prebrief, simulation, debriefing, and evaluation).

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Introduction

Dress Code

- Those working in or using the CND are expected to present a professional image at all times while in the lab. This entails business or business casual dress; or could include scrubs and/or Duke Logo shirt.
- CND requires that students participating in planned simulation activities arrive in full DUSON uniform accordance with the requirements of the dress code as stated in the Academic Program Student Handbook (i.e. hair, nails and jewelry).
- Course faculty will outline dress code expectations to the students and address any violations.

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Introduction

Integrity and Code of Ethics

The CND has adopted the Healthcare Simulationists Code of Ethics as best practice in the center to recognize our professional commitment to simulation. The Code of Ethics includes:
1. Integrity
2. Transparency
3. Mutual Respect
4. Professionalism
5. Accountability
6. Results Orientation

This document can be viewed on the CND website as well as on https://www.ssih.org/SSH-Resources/Code-of-Ethics.

Training

Faculty/ Clinical Instructor Orientation and Training

- All faculty and clinical instructors must review the CND Policy and Procedure Manual as well as complete required facilitator training prior to independently teaching any simulation activity.
    - Training requirements is agreed upon by CND Director and course faculty based on facilitator's past experience/ training in simulation.
- CND staff designated by the CND Director will provide training to clinical instructors on course content and scenarios.
- Clinical instructors are expected to review the simulation template and assigned teaching materials prior to arriving to the CND.
- Clinical instructors will co-facilitate with a CND staff member (CHSE) or approved facilitator simulation scenarios while teaching or debriefing a minimum of 3 sessions.
- The CND staff will orient and train clinical instructors on the use of the CND space and equipment including cleaning and storage after use.
- Course faculty is responsible for evaluating clinical instructors assigned to the course.
    - The CND will provide faculty with feedback on individual clinical instructor performance as needed/ requested.

Training

New Hire/ Staff Orientation

- New CND staff must review the CND Policy and Procedure Manual as well as complete required facilitator training prior to independently teaching any simulation activity.
  - Training requirements is agreed upon by CND Director and course faculty based on facilitator's past experience/ training in simulation.
  - CND nurse educators, and simulation support staff are oriented via the CND checklist, based on the INACSL Simulation Best Practices, CND Policy and Procedure Manual, and SSH criteria. This evidenced-based CND orientation is documented and saved as part of their personnel files.
- CND staff designated by the CND Director (CHSE or CHSOS) will provide orientation to the new staff member based on the orientation guidelines/ checklist.
  - The CND Director is responsible for evaluating new staff upon completion of their orientation to determine readiness to function independently in their assigned role.
  - The CND Director or designated staff will provide the new staff member with feedback on individual performance as needed/ requested during orientation.
  - The CND Director will provide annual feedback via the DUSON Performance Evaluation Plan.

Duke University School of Nursing
Center for Nursing Discovery

Training

Student Orientation

- At the beginning of each new cohort, CND staff will provide a general student orientation, which includes:
    - Tour of physical space
    - Hours of operation
    - CND contact information
    - Use of space and equipment
    - CND pertinent policies
- Prior to each simulation event, CND staff will provide students with a **prebrief**, which includes:
    - The general objectives:
        - To provide a safe place to practice assessments, skills, communication, and teamwork;
        - To provide an opportunity to discuss, reflect, and learn through pre-brief, simulation, and debrief;
    - Explanation of confidentiality and physical/ psychological safety
    - Fiction Contract
    - May review simulation-specific objectives on the template
        - Discuss evaluation of the event (i.e. formative or summative)
    - An orientation to the simulation learning environment, manikin capability and purpose and use of equipment in the sim room. Examples include but are not limited to:
        - Bedside cart & supplies
        - Working Headwall (O_2, suction)
        - Bed operation
        - Equipment & monitors
        - Task trainers (hybrid simulation)
        - Function of speakers in the rooms
        - Observers behind the one-way mirror (psychological safety)
        - Location of orders/MAR and review barcode scanning
        - Medication dispensing machine
    - Review resources in the sim room
        - Resource book in room (i.e. TeamSTEPPS tools)
        - Patient report and patient orders
        - Students roles, and responsibilities; review explanation and expectations
        - Discuss designated time for huddle or time out as needed

Training

Facilitated Open Lab

- Open lab is one of the practice components provided to the ABSN students by the CND.

- The CND nurse educator is available as a resource to guide and reinforce information/skills previously taught in class/lab.

- Students are informed of designated open lab times at the beginning of each course.

  - A schedule of dates and times and attendance form for the semester is made available to the students by the CND educator assigned to the course via Sakai sign up tab;

- Number of hours of attendance by the students varies from course to course as designated by course faculty. Some open lab hours may be mandated by faculty for clinical replacement, remediation, or reintegration.

- All open lab hours are subject to change due to the availability of personnel and space.

- In the event that open lab must be changed or cancelled, email notifications are sent to the students via Sakai as soon as possible.

- A "buddy system" is encouraged to provide students the opportunity to practice with a peer; especially in first semester ABSN when practicing vital signs and assessment skills.

  - If students are needing to practice and/or go through checkoffs for reintegration to a course, they will need to seek out a buddy from a current or previous ABSN semester for the standard assessment checkoff.

- In the event that a student is unable to attend open lab after signing up, they should cancel via Sakai (learning management system); allowing space availability for another student.

- Students should "sign in" using the course specific Sakai attendance link

  - Students are responsible to track and log their own time, which is located on their Sakai weekly calendar or the Outlook calendar messenger.

  - If a student has not signed up within the first 15 min of open lab, then the facilitator should delete him or her from the signup sheet

  - The CND nurse educator should report to faculty, any student who does not meet their mandated hours by the date provided by the faulty for each course.

Confidentiality/ Consent

Confidentiality

- The CND is a nonthreatening and professional environment designed to be conducive to learning; students are expected to behave professionally and maintain confidentiality of the simulation activities, content of the scenarios and performance of other learners while in the CND.
- Students are required to sign an electronic confidentiality form stating that they will not discuss the performance of individuals or details of the training scenarios.
- Video recordings of simulations are destroyed at the end of each semester. Video recordings may be used for self-assessment, debriefing course activities and to provide feedback to the debriefer.
    - If a video is to be used for other educational purposes (conference/ presentations), permission must be obtained from all simulation participants.

- Pictures or video within the CND are not permitted without prior permission from the CND Director or staff.
- In the event that pictures are taken of visitors in the CND, completion of the DUSON Authorization for Release of Photo/Video/Audio must be obtained and kept on file.
- If a student opts out of photos/ videos for public use/ marketing, it is the students' responsibility to remove themselves from the filming. The CND educator will email the student a reminder of the responsibility once the authorization form is received.
- Actual patient information is not used in the CND. Patient scenarios/ information are either developed internally or accessed from the EPIC (electronic health record) training environment to maintain compliance with the Health Insurance Portability and Accountability Act (HIPAA).

Confidentiality/ Consent

Record and Data Retention

- The CND collects evaluations on simulation and learning activities for each event.
- The CND uses Qualtrics® online survey software to conduct evaluations and collect simulation and event data.
- Evaluation results are shared with various stakeholders by designated staff. Results are typically discussed at the post-event debrief meetings for quality improvement.
- To maintain confidentiality and psychological safety, all student entered survey and evaluation data is reported in a de-identified manner to course faculty.
- For video capture evaluations the CND uses CAE LearningSpace™. All recorded CND activities are restricted to the relevant course faculty and individual students. (For further information see Video Capture)

Equipment

Simulation Equipment and Maintenance

- Equipment and supplies are provided by the CND for simulation and skill events.

- A supply list must be completed by course faculty a **minimum of 4 weeks** prior to each activity to ensure supplies and equipment is available for the planned event.

    - During MSN nurse practitioner intensives (NPI), faculty must provide the CND staff with activity schedules and supply lists **6 weeks** before the scheduled event. Email reminders will be sent out by MSN program staff to ensure faculty are aware of the designated deadline each semester. Failure to submit request by this deadline can result in supplies not arriving on time and/or desired space not available.

- Equipment is inspected by CND staff at the beginning and end of all events.

    - If maintenance is required, CND staff will ensure this is completed.

- All simulators, task trainers and AV equipment are set up by CND staff prior to the start of each event.

- CND staff is available for the duration of the class to assist as needed with additional supplies and/or trouble- shooting of equipment. CND support for after hour/ weekend events will be determined by the CND Director and communicated to the course faculty after the event planning meeting.

- In the event that equipment malfunctions, the CND staff will provide another piece of equipment if available.

- Markers and pens are prohibited near the manikins as the ink stains the simulator's skin and cannot be cleaned or removed.

- All equipment after use is wiped down with appropriate cleaning materials by users.

- CND equipment is maintained by the simulation operational specialists. Maintenance and preventative maintenance is logged by the simulation operational specialist and stored on the CND shared drive.

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Equipment

Loaning of Equipment

- The CND offers select equipment that can be borrowed by DUSON faculty, staff and students for activities to support the educational programs of the University and surrounding communities.

- Equipment is available on a first-come, first-serve basis and must be properly signed out. Borrowers must:
    - Present a valid Duke University identification badge in order to check out equipment.
    - Complete the equipment sign out log.
    - Pick up and drop off of equipment should occur during normal business hours, unless other arrangements are made in advance.
    - Agree to abide by the CND policy and procedures for use of equipment.

- All equipment must be returned within **1 week** unless otherwise approved by CND staff.

- Individuals are forbidden to give equipment to others while it is signed out to him/her.

- It is the expectation and responsibility of the individual borrowing the equipment to check for damage and/or missing pieces before leaving the CND and to report missing and damaged equipment upon return.

- The CND staff will check to see that all equipment is functioning properly upon return.

- Use of a computerized manikin or other specialty equipment requested by another entity of Duke Health or other organization must be approved by the CND Director.

Equipment

Ordering and Storage of Supplies

General Policies
- The staff assistant and/or simulation technology specialist are responsible that all supplies are available for a given course/session. Supply list are obtained by the CND nurse educators during the event planning meeting and shared with the staff assistant/ simulation technologist.
    - If supplies are needed from an outside vendor, a **4 week** lead time is preferred to avoid last minute shipment/delivery fees.
- Supplies are put away by the staff assistant and/or simulation technology specialist upon delivery.
All sharps stored in the CND are placed in a secure area (locked cabinet and closet) when not in use and accessed only by CND staff.

Vendors
- The CND staff will order equipment and supplies from approved Duke Vendors.
- Appointments are required for meetings of vendors with CND staff.
- The CND staff will invite faculty and staff to demonstrations as per areas of expertise and voiced interest in learning about specific products.

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Simulation Events

Scheduling a Simulation Event

- Every simulation event, (which includes all nursing programs), is planned with CND staff liaison using the Simulation Event Planning Form, Simulation Template and Simulation Debriefing Log.
    - The event planning form, template, and debrief forms will be stored in either the CND planning log book or the shared drive in a designated folder labeled by the course number and semester for future review/ reference.
    - The simulation event planning form should be completed:
        - Before the start of each semester or no later than **four weeks** before the event
    - The simulation template should be reviewed by the liaison, and with the course faculty and/ or subject matter expert every semester for quality improvement to ensure simulation and clinical best practices.
        - If course faculty unavailable, the CND liaison will review with another CHSE facilitator, or subject matter expert.
    - The debriefing meeting/ form should be completed
        - Within **4 weeks** after the event
- Suggested edits/changes are to be in process or completed by CND liaison the next pre-brief meeting.
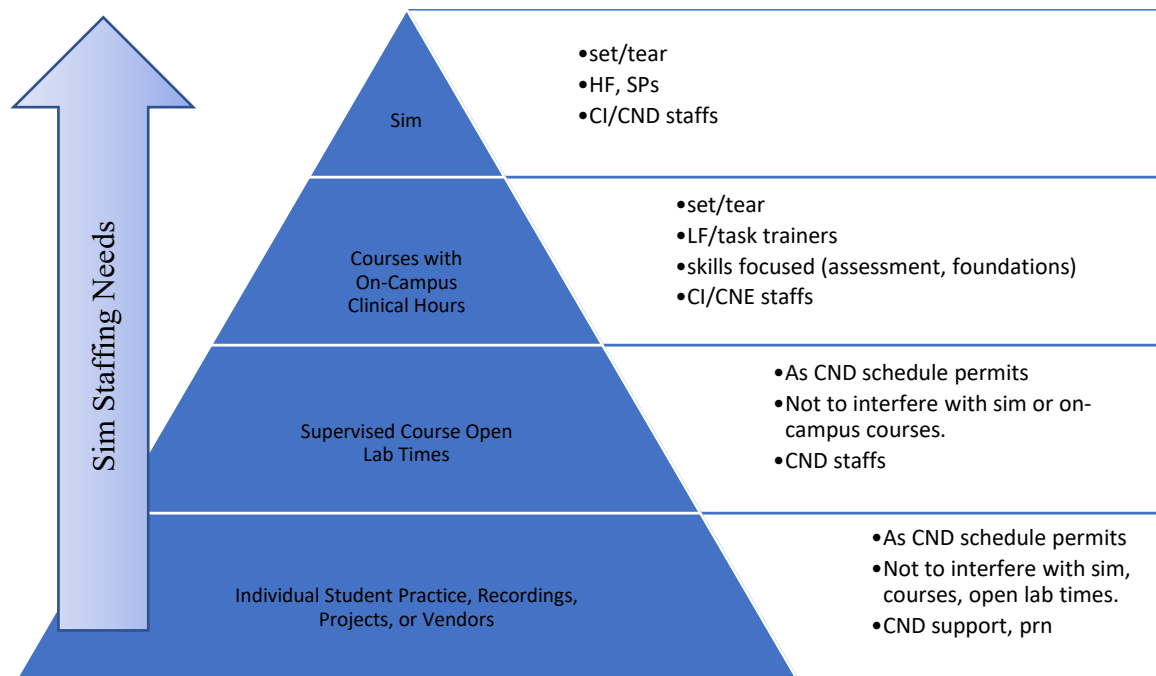
Simulation Events

Prioritization of Events/ Simulation Resources

- The CND will prioritize utilization of space and resources according to nursing course needs.

    - Events are prioritized taking into account the date of the request and time needed within the semester. All nursing <u>core</u> courses take precedence over special events or outside requests.

    - When MSN students are on campus for NPI, all course faculty are asked to be flexible with room scheduling/ resources

- Prior to the start of the semester

    - The CND Director will confirm dates/times available in CND for events utilizing the CND Scheduling Hierarchy[1].

        o This will include confirming the number of faculty, students, and learning objectives for event.

    - The CND course liaison will acquire supply lists (for all skills labs and simulations) and verify with on-hand stock. Supplies will be ordered as needed by the staff assistant.
    - The CND course liaison will assign the resources needed for the simulation activity including personnel, supplies & setup, room locations & reservations (including scheduling of SPs), and technical support.

- Simulation Event Planning is discussed at the weekly CND staff meeting.

    - Each CND course liaison will present what is needed to implement their activity. All CND staff are encouraged to ask questions, provide feedback, and assist with the simulation event planning and process in the staff meetings, and ongoing.
    - ANY changes to setup/events/schedule to be communicated with CND Director, as soon as possible.
        o Course faculty are made aware that due to the variability of the CND calendar, ANY alterations or cancellations in setup/events may not be possible with less than one week prior to the event.

References

1. CND Scheduling Hierarchy

In order to provide a transparent approach to CND scheduling a hierarchy was developed. Since simulation is a CND specific event and needs the highest level of staffing, it requires more of the CND time and effort. Individual student practice is the lowest level of scheduling because it requires the least amount of CND support.

Sim Staffing Needs (increasing, shown by arrow)

Sim
- set/tear
- HF, SPs
- CI/CND staffs

Courses with On-Campus Clinical Hours
- set/tear
- LF/task trainers
- skills focused (assessment, foundations)
- CI/CNE staffs

Supervised Course Open Lab Times
- As CND schedule permits
- Not to interfere with sim or on-campus courses.
- CND staffs

Individual Student Practice, Recordings, Projects, or Vendors
- As CND schedule permits
- Not to interfere with sim, courses, open lab times.
- CND support, prn

2. CND Staff End of Day Times

- On the event day, there may be some last-minute adjustments that need to occur to allow the event to run smoothly (missing a supply, equipment malfunction, coaching the faculty on using technology, etc.). It is expected CND staff be there to assist (particularly with the first runs).
- After several runs, the CND staff will need to provide less support.
- Therefore, the CND staff can leave and the faculty (CI or CNE) to finish their session in the lab space after routine business hours.
- Faculty suggestion for any videos that need to be shown in the lab that they be uploaded to the course in Sakai (these may need to be converted to Mediasite link) and it be the responsibility of the CI to pull up the information for the station.

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Simulation Event

Simulation Scenario Development

- The designated CND staff member will meet with the course faculty to initiate the simulation template and to discuss the appropriate timeline for preparing for a simulation event.
- The CND staff at the initial planning meeting will complete the planning document and give a copy of the simulation template to the faculty if needed for the event.
  - The original will be placed in the designated CND folder on the shared drive
  - If electronic only, save in the shared drive under each designated course, and semester.
- The author or editor must review and validate the scenario at least **4 weeks** in advance of the event.
  - The cases and/or scenario must follow evidence base practices, including acceptable standards of care, hospital policy and up to date references used in the preparation of the scenario. Each case should be dated and initialed by the author or editor every semester or subsequent simulation event time, to ensure they follow the current clinical standards of care.
- The CND staff will discuss authorship with the authors of a scenario and if the CND staff is involved in the development and implementation of the case, they will be listed as a contributor.
- The CND staff will request a "dry" run through or testing of the scenario at least **2 weeks** prior to a new event. This ensures that the CND as well as authors will have time to make revisions to the scenario or any logistics prior to the event.
- At the end of each semester, the CND liaisons will get together to ensure all of the simulation documents are completed.

Simulation Event

Video Capture Recording

- The CND staff and the course faculty will discuss if audiovisual recording of simulation events is needed during the Simulation Planning Meeting.
- The simulation technology specialist will oversee the video capture process. All recordings require the following:
    - Course number or event name
    - Case or simulation name
    - Date of event
    - Names of learners to be recorded
- This includes setting up an event in the system including student names. During the event, the simulation technology specialist or other CND staff will assist facilitators with turning recording properties on and off and controlling camera angles as well as saving and the simulation or event and deletion of videos as needed.
- All recordings in LearningSpace™ are required to be labeled. Any unlabeled recording will be deleted.
- The CND staff in collaboration with the faculty will establish whether the recordings are used during the course for debriefing, reviewed by students for self-assessment or saved for future review and research.
- Any video used for research requires Duke Institutional Review Board (IRB) approval.
- To ensure confidentiality of information, simulation event recordings are accessible only by course faculty, CND staff, and simulation participants/ students.
- All event recordings are deleted at the end of each semester, unless other arrangements have been made between the CND Director and faculty and/or students. (i.e. faculty exemplars with standardized patients, IRB approved activity)
- Prior to any video recording being utilized, the event participants are informed of the plan to record and purposes are clearly outlined. Completion of the DUSON Authorization for Release of Photo/Video/Audio must be obtained and kept on file.

Simulation Event

Standardized Patient Program

- "Standardized Patients (SPs) are individuals who are carefully trained to portray patient roles. Interacting with SPs in a safe and authentic environment allows learners to develop skills such as data gathering, physical examination, patient communication, diagnosis reasoning and professionalism, in a safe and authentic environment." (Duke University School of Medicine, https://medschool.duke.edu/education/student-services/office-curricular-affairs/clinical-skills-program)
- External SPs are obtained through the Duke University School of Medicine (SOM), Eastern Virginia Medical School (EVMS) and/or East Carolina University (ECU). It is the responsibility of the course faculty or designee to contact the CND staff **a minimum of 90 days** before event.
- The CND staff will assist faculty in designing, implementing, and evaluating simulation experiences for their students using SPs. SPs and Trent Semans Clinical Skills Lab Space (if needed) are reserved through the CND course liaison. All communication about the event occurs between the SOM, and CND, course faculty are updated by the CND course liaison, as needed.
- The CND primarily contracts with the Duke University SOM Standardized Patient Program to make arrangements for the services of SPs in simulation activities. The CND course liaison will work with the faculty to obtain case description/ scenario scripts. Once completed, the CND Assistant Director will forward these to the SPP Program Coordinator for the reservation. Designated timeline for SP events includes:
  - Notify SP coordinator at SOM of event- **preferred 90 days; minimum of 60 days**
  - Script to SP coordinator for existing cases- **minimum of 30 days**
  - Script to SP coordinator for new cases- **minimum of 60 days**
- Duke University SOM will oversee the training of all SPs and evaluate the need for retraining of SPs on an ongoing case basis.
  - New cases require 3 hours of SP training prior to event. One of these hours is at home (self-study) and the final two hours is at the SOM. A DUSON representative may be requested at this training to answer any of the SP questions.
- For specific clinical courses in the MSN program the CND also contracts with EVMS Sentara Center for Simulation & Immersive Learning (Richmond, Virginia) and ECU (Greenville, NC) for the services of Male and Female Genital Teaching Associates (standardized patients with special training for male GU/rectal/prostate/hernia exams and female pelvic and breast exams).
  - The CND has a master services agreement with EVMS and arrangements are made during the prior semester in which the simulation experience is delivered.

- Volunteer SPs are also used and are arranged as needed by course faculty request for low stake events.
- CND will assure completion of SP simulation evaluation surveys as well as faculty surveys of SP program satisfaction.
- Any event that requires SPs which has not been previously budgeted, must be approved by the CND Director before a reservation is made.

Simulation Event

Event Cancellation

- In cases of severe weather or other unanticipated events, the CND will follow the Duke University policy regarding delays or cancellations.
    - Up to date information regarding cancellations or delays can be obtained at https://emergency.duke.edu/.
    - If there were an emergency, this website would be updated frequently with instructions and information about the incident, campus services and resources available to the Duke community.
- The CND staff will work with the course faculty to reschedule the event.

Simulation Event

Check In and Arrival Times for Simulation Events

- CND staff will report **1 hour** before a designated event to ensure set up, equipment and technology are correct and functioning.
- Facilitators report to a member of the CND staff upon their arrival for a prebrief which includes a discussion of their assignments, logistical details of the experience (including room location, time frame, and equipment) and planned methods for evaluating the simulation course/event. Arrival time should be a **minimum of 30 minutes** prior to the event.

- It is the responsibility of the faculty and/or clinical instructors to verify attendance by all student participants at each simulation activity. The CND course liaison will notify the faculty of any student who was tardy or absent.

Simulation Event

Set up and Breakdown of Simulation Events

- Room set up for each course is completed by the CND staff with assistance as needed from course faculty, instructors and/or work study students.

- The CND will maintain accurate documentation of preferred room set ups for specific events in the simulation template and saved on the CND shared drive.

- It is the responsibility of the course faculty to complete a walkthrough of the event set up at **least 1 day** prior to the event unless other arrangements have been made. **No last minute changes can be guaranteed.**

- At the end of the event (i.e. during debrief), any problems with room setup should be brought to the attention of the CND staff to discuss an action plan for revisions.

- The CND must remain neat and clean in preparation for the next event. Faculty, instructors and students should ensure the following (see photos posted in CND rooms for proper room arrangement):

  - All beds/ exam tables must be remade after use.
  - Food or drinks are not permitted at the bed spaces, the OR, or sim rooms. Food and drinks should be kept at the middle tables or in cubbies.
  - Waste materials should be picked up and placed in trash containers.
  - Chairs should be pushed in and organized.
  - Training materials and/or supplies are to be organized on tables for CND staff to return to their appropriate storage areas.
  - All used supplies are to be properly disposed of.
  - Soiled linen is to be placed in the hamper and/or re-folded if clean linens can be re-used.
  - Manikins should be placed neatly in the bed. Any props placed on the manikin (tape, topical meds, etc.) should be removed/ cleaned off at the end of the session.
  - Beds should be placed back in the lowest position, lower side rails left down, curtains pulled back, and bed linen straightened, and overhead light/lamp should be turned off (Pictures are posted on the exit doors of each lab room to show how each bed space/exam table should be left after use).
  - Personal belongings (i.e. coats, backpacks, cellphones, and books) are not the responsibility of the CND; students are encouraged to use the cubbies near the front of the rooms to store belongings/ personal items while in the lab.

Original: April 2016
Revised: 12/2019, 8/2020, 6/2021

- Personal items left in the CND are placed on the nurse's station for 1 week. At the end of each week, remaining items is taken to the Lost and Found at the DUSON Service Center, 3rd floor room 3080.

- It is the responsibility of the course faculty and/ or clinical instructors to ensure the CND space is clean and ready for the next day's events prior to leaving.

Simulation Event

Simulation Event Best Practice

- CND staff will assist faculty members in designing, implementing, and evaluating simulation experiences for their students according to the International Nursing Association for Clinical Simulation and Learning (INACSL) Healthcare Simulation Standards of Best Practice™. https://www.inacsl.org/healthcare-simulation-standards/

  Standard I: Terminology

  Standard II: Professional Integrity of Participant

  Standard III: Participant Objectives

  Standard IV: Facilitation Methods

  Standard V: Facilitator

  Standard VI: The Debriefing Process

  Standard VII: Evaluation of Expected Outcomes

  Standard VIII: Simulation Design

  Standard IX: Interprofessional Education

  Standard X: Operations

- The CND staff will assist all faculty and clinical instructors in developing all simulation scenarios and will oversee all simulation experiences in the CND.

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Simulation Event

In-situ Simulations

- All in situ training using CND equipment/ resources must first be approved by the CND Director.

- The CND staff will arrive 45 minutes to 1 hour prior to the training session to assist in transportation and set up of equipment at the training site.

- The CND staff is present during training to assist and facilitate and will provide assistance in returning equipment to the designated storage area if requested.

- If event is not directly linked to a DUSON course, then nursing courses will take priority over these events.

- The CND staff will ensure a sign in sheet is completed to validate the support of these activities within the Duke University Health System.

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Simulation Events

SON- IT Support During Simulation Events

Scheduling

- Prior to the start of each semester, the Technical Operations Coordinator will share the CND calendar spreadsheet of simulation activities that need IT support with SON-IT via email as well as via a service request (ticket);
- CND will provide notification if the calendar changes so that SON-IT is aware of updates and when IT support is needed.
- At the CND/ SON-IT monthly meeting, the schedule will be reviewed to discuss when IT support is needed.
- When IT assistance is defined and scheduled, SON-IT will be available 1 hour prior to the start of the event.

Notification

- CND staff will contact SON-IT via pager number for reporting incidents. This will be available 24/7.
- If problem not resolved by pager or immediate assistance is needed, the CND staff will call/text/email SON-IT leadership (Glenn or Carla) 24/7.
- For time sensitive information SON-IT will add "Action Required" to the subject line of emails when IT requires faculty / staff or students respond.

Student Accountability

- For virtual simulation activities that require VPN, students will log into VPN and submit a screenshot confirming that they have access in Sakai one week prior to an event

Assessment and Quality Improvement

Quality Improvement Process / Evaluation

- The CND has a comprehensive Quality Improvement and Evaluation Plan that addresses four areas: program, course/scenario, student, and facilitator.

  - Each student evaluates the simulation program at the end of their program of study as part of the exit surveys. Questions on those surveys assess the overall simulation program and its effectiveness in promoting students' achievement of course and program outcomes, development of skills, and ability to relate classroom learning to practice.

  - Students, course faculty, facilitators and appropriate CND staff evaluate the simulation experiences at the end of each event and/or semester; these surveys address whether the simulations enabled students to meet objectives, prioritize interventions, and develop skills, and if they were valuable, high quality learning experiences.

  - Data from each of these surveys are reviewed collaboratively by facilitators, course faculty and appropriate CND staff and is used for revising the activity and/or event as needed.

  - The evaluation of student learning and performance during simulation experiences and skills training is done to provide feedback to students for further learning (formative) and verify their achievement of skills and competencies (summative).

- The CND uses SWOT (Strengths, Weaknesses, Opportunities, and Threats) analysis as another QI process model.

  - The CND strives to leverage our strengths and opportunities while decreasing our weaknesses and eliminating threats.

Assessment and Quality Improvement

Assessment of Student Learning

- Assessment tools used in the CND for a simulation/ skills training event are unique to the scenario, skill, and level of learner.

- The competencies and areas of performance assessed are determined by course faculty during planning meetings, and are consistent with the course/ program objectives and other curriculum guidelines (i.e. AACN Essentials for Baccalaureate and Master's Education, and Council on Accreditation for NA-DNP programs).

- Assessment tools are selected by course faculty, who have expertise in the content and performance areas, and are reviewed in collaboration with the CND staff, when planning the simulation event.

- Course faculty and CND staff review the objectives, aims of the assessment, and tools to provide a means of confirming the tool is consistent with the objectives and to discuss other needs related to the simulation.

- Assessment tools used in the CND include procedural and skills checklists, rating scales such as Lassiter's Clinical Judgment Rubric, and tools for evaluation used in the master's program such, as the Faculty Evaluation of Student Clinical Performance and Simulation Evaluation Tool- Modified.

- All summative or high stakes assessments are completed by the DUSON faculty, clinical instructor or faculty approved designee.

- Assessment of learning in simulation is performed through observation, and student demonstration within the simulation; as well as student reflection.

- The facilitator of the simulations discerns if students have met objectives, based on the simulation-specific objectives; as well as the students' actions in simulation, and verbal reflection.

- The facilitator should discuss any individual performance concerns with the learner, and/or course faculty as deemed necessary (i.e. breech in professional behavior).

- The ABSN program has a formal Learning Improvement Plans (LIP). Process includes:
    - Faculty sends the ABSN liaison (designated CND nurse) the objectives the student needs to meet.
    - The student will contact the CND liaison and schedule 1:1 meeting time.
    - The liaison works with students for the allotted time; or for as long as it takes to meet the objectives.

- o During this time, the liaison may use various ways to assess the learner's knowledge, skills, and attitude; meanwhile, building rapport and seeking ways to build and maintain a safe learning environment.

  - Once complete, the liaison will write up a formal LIP report (blank template located in CND shared drive), and email this back to the course faculty.

Assessment and Quality Improvement

Qualifications of Facilitators/ Assessors

- Facilitators complete a training session and are observed by an experienced facilitator to provide feedback and to verify their competence.

- Facilitators who serve as assessors complete additional training.
    - Assessors must have a minimum of 5 years simulation education experience and/or be a Certified Healthcare Simulation Educator (CHSE) and are designated by the CND Director.
- Facilitators are evaluated annually by designated assessors (CHSE certified) named by the CND Director.
- Assessors are selected based on established criteria and immediate feedback is provided to the facilitator following the observation by the assessor and is based on simulation best practices. All facilitators will be made aware prior to being observed and evaluated by the assessor.
- The CND Director evaluates each member of the CND staff annually, consistent with DUSON's processes, and the quality of their teaching and simulation competencies are reflected in their Performance Evaluation Plan.
- The CND Assistant Director maintains lists of approved simulation facilitators and assessors.

Visiting the CND

Tours

- Tours of the CND are scheduled by written request by a faculty, staff member or outside entity via email.

- Tours are scheduled Monday through Friday between 8:00 am and 4:30 pm unless other arrangements have been made through the CND Director.

- The requestor is notified by a member of the CND staff within 2 business days regarding the availability of the staff and/or center for the tour.

Reporting Problems/ Concerns

Facility and Personnel Issues

- Course faculty, clinical instructors, and/or students are encouraged to work directly with the individual to resolve the conflict.
    - If someone is unable to communicate to resolve issues, they are encouraged to notify the CND Director regarding any personnel issues and any other concerns related to the CND.

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Safety

Medication/ Sharps/ Equipment Storage and Handling

- The **physical safety** of students is a principle concern for the CND.

- Simulated medications used in skill's lab and simulation events are purchased from a commercial vendor.

- Scannable medication labels are created in-house for any specialized medications not found with commercial vendors.

- Mobile carts/ medication dispensing machines are stocked with simulated medications/ packaging (to increase realism for students for medication dosing).

- Simulated crash carts are located on-site for simulation events. These carts contain simulated medications from commercial vendors and are clearly labeled **"Not for Human Use"**.

- The CND does not accept any real medication donations; including, expired real medications or real empty vials.

- Sharps stored in the CND are placed in a secure area (locked cabinet and closet) when not in use and accessed only by CND staff.

- The CND has 2 live defibrillators that are used in simulation. These defibrillators are clearly marked "Live Voltage and Not for Human Use".

- During prebrief, students are reminded of any safety hazards and concerns and are reminded of the safe word that is to be used for an emergency safety time out.

- When not in use both crash carts which house the defibrillators are stored in a locked closet accessible only by CND staff.

Safety

Cleaning and Supplies

- The CND is a latex-free facility but some of the internal tubing of the manikins may contain latex. Anyone with a latex allergy should notify the course faculty and CND staff so appropriate precautions can be put in place.
- After simulation events, manikins and medical equipment are sanitized by the user prior to use again.
- Task trainers or hand-held equipment are to be wiped down between uses with approved cleaning solution.
- DUSON housekeeping staff routinely attends to each CND room on Monday through Friday basis. Responsibilities include emptying garbage cans, wiping down tabletops, bedrails and mopping/sweeping the floors.
- Rooms are inspected each morning by the Coordinator of DUSON Facilities to ensure the rooms are clean and ready for the day's events.
    - Any issues identified are placed on a daily report card and sent to the environmental services supervisor to reconcile.
- Furniture and equipment is moved between each semester and the CND is deep cleaned. This includes shampooing of carpets, and stripping/ waxing of floors.

Safety

Emergencies

- In case of any medical emergencies or disaster that may occur in the CND, 911 should be called immediately to activate the local emergency response system. Once 911 has been activated, CND leadership is notified in case further assistance is required. In the event of a medical crisis or disaster, CND Leadership will inform the Vice Dean of Academic Affairs.
- DUSON has Automatic External Defibrillators (AEDs) that can be accessed on:
    - First floor of the south wing opposite the elevator bank
    - Fourth floor of the north wing opposite the elevator bank.
    - 2nd floor end of hallway by staircase in HIL outside 2288
- If removed from the cabinet, the AED alarm will sound to elicit internal (DUSON) help, but 911 **must** be called to activate the local emergency response system.

- For nonmedical emergencies, faculty/staff should be contacted to advise as needed.

- The CND has 4 emergency eye wash stations. These are located:
    - Above sinks inside room 2131
    - Above sinks inside room 2135
    - Above sink in room 2064
    - Behind main door entering 2130
- The CND has 3 fire extinguishers:
    - Outside of room 2135
    - Inside room 2064
    - In hallway outside 2288 (located beside AED)
    - In 2288 lounge
- In event of a student injury, student should seek medical follow-up at the Duke Student Wellness Center or the emergency department as needed.

    - **The Student Health at Duke Wellness Center**
      305 Towerview Rd, Durham, NC 27710
      Phone: 919-681-9355.

Safety

Identification Badges

- Anyone present in the CND must wear a visible Duke issued identification badge.
- Guests of the CND are issued a temporary name tag by the CND staff to identify who they are.
    - Any concerns, threats of violence, stalking behavior, unwanted contact and suspicious activity immediately should be reported immediately.
    - **For Emergencies Dial 911** to reach Duke Police and/or Durham Police.
    - **For non-emergencies (919) 684-2444** to reach Duke Police.

Safety

Psychological Safety

- The emotional well-being of students is a principle concern for the CND. Transparent policies such as record access and confidentiality are in place to assure students of their privacy; orientation that introduce the students to the simulation environment and equipment are provided at the beginning of each course/ class to alleviate the anxiety of participating in simulation based education and are integrated in the curriculum development process.

- CND staff maintains constant vigilance for undo emotional stress due to learners participating in simulation-based programs and are aware of the potential vulnerabilities perceived by the participant.

  - Course faculty and CND staff contact information is readily available for all participants who may have concerns.
  - Nursing students also have access to DUSON's Student Success Center (https://nursing.duke.edu/student-resources/student-success-center) for in person or video consults.
  - Duke Blue Devils Care (https://timely.md/faq/blue-devils-care-faq/ on-demand mental health support service)
  - Duke Reach through the Student Affairs Office (https://studentaffairs.duke.edu/dukereach1)
  - Students may be referred to Counseling & Psychological Services (https://studentaffairs.duke.edu/caps) on campus for additional follow up at needed.
    - It is located in the **Student Wellness Center** at 305 Towerview Rd, Durham, NC 27710.
    - As part of the University community, the DUSON works closely with Duke Counseling and Psychological Services to ensure that assistance can be provided to any student with personal or emotional concerns.

- Evaluations routinely include questions specific to the debriefing process as a means of quality assurance therefore the CND can ensure that debriefings are perceived as nonthreatening, objective, and protective of the confidentiality of all students.