



## **Standardized Patient Program Expectations (Ver. 2023) Assessment & Learning, School of Medicine**

### **What is a Standardized Patient?**

A Standardized Patient (SP) is a person trained to portray a specific case scenario, written by faculty, usually based on real patients seen in their clinics. SPs provide a unique opportunity for students to practice clinical and communication skills in a safe, structured, faculty-supervised setting before they encounter patients in the real clinical environment.

Being standardized means each SP must behave in exactly the same way for each student and respond with the same information to a student's questions.

### **Abilities required to be an SP:**

- To perform a realistic portrayal of a given patient case
- To recall details of the interaction accurately and immediately
- To be standardized with other SPs in the same case
- To have the necessary computer skills for checklisting
- To display professional working attitudes towards staff, students, and peers
- To build positive working relationships with others
- To conduct student encounters through virtual platforms

### **SP Work is About Education:**

- "...this venue (SP work) [is] not about showing off [one's] acting talents. [It is] about working with novices and creating for them the appropriate challenge for their level of learning." (p. 105)
- "...SPs should be working toward making the process of learning more experiential, more humane, more relational, more like the ideal of what the practice of medicine can be, both for the physician and the patient." (p. 110)

Coaching SPs for Use in the Assessment of Clinical  
Competence *Peggy Wallace, Springer Publishing Co, 2007*

- “...This work has nothing to do with finding dramatic moments, finding your ‘motivation,’ or playing to an audience. It has everything to do with disciplining yourself within the needs of the case you are portraying and the exam itself. It can be very repetitive, as exactly the same simulation must be done for every student who sees you. [For standardized cases] there can be absolutely no improvisation or veering from the case/script. Some actors find it difficult or annoying...”

Rosalind Franklin University  
Education and Evaluation Center  
FAQs About Being a Standardized Patient

## Professional Expectations

### Respect

- Communicate respectfully with everyone
- Be sensitive to how your behavior impacts others
- Act as a representative of the UNM SP program
- Accept coaching when needed

### Accountability

- Attendance
  - Be punctual for all assignments, as we run on a tight schedule
  - Notify the school area directly assigned to for any cancellations
  - Notify A&L also if canceling even if assigned to a different school activity
- Participation
  - Keep track of assignments scheduled for
  - Keep track of numbers of hours worked to not exceed your .25 FTE that you are hired into
  - Respond to availability request **EVEN** if you are NOT available. This includes also, all availability request from external schools such as College of Pharmacy and College of Nursing
- Case Performance
  - Learn case facts and be prepared for training.
  - Maintain confidentiality during all trainings and events
  - Complete required documents needed for training (mind maps) as directed
- Salud/personal email accounts
  - **Check salud email accounts a minimum of every two days**

These policies and procedures have been adapted from those compiled by the Theresa A. Thomas Professional Skills Teaching and Assessment Center EVMS, the UAMS CCS/SP Program, and SP programs of U of Washington, U of Wisconsin, Rosalind Franklin, The Pritzker School of Medicine’s SP Program of the U of Chicago and the NBME.

- Maintain password updates as required
- Never use personal email addresses for any SP communication

### **Ethical Behavior**

- Honesty (admitting if you feel uncertain about directions or if you've made a mistake)
- Confidentiality
- Trustworthiness

### **We want all SPs to succeed!**

Trainers from A&L will evaluate you after each high-stake assessment where scoring is done in communication, history and physical exams. Trainers will provide written feedback in a number of areas, including your performance quality and scoring accuracy. We want to help you identify your areas of strength as well as opportunities to build your skillset. In the event that **any problems are too difficult to overcome**, a trainer will contact you personally before taking any action including separation from the program.

### **Causes for Separation from the SP Program:**

1. Any behavior, which negatively impacts students:
  - Unexcused absence or lateness
  - Breaching confidentiality
  - Disrupting a student activity for any reason
  - Arriving unprepared for an activity or assessment
2. Irregular Attendance:
  - Being 10 minutes late on 3 occasions will result in a written warning
  - Being 30 minutes late for a training may result in being dropped from the case
  - Canceling at the last minute (same day, day before) on any major exam
3. Failure to complete annual Learning Central training modules.
4. Failure to comply with current university wide mandates.
5. Unprofessional behavior. Examples include disrupting training, unethical conduct, inappropriate dress, or offensive language that is disrespectful, derogatory, or inflammatory.

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**REMEMBER TO CONTACT YOUR TRAINER OR COLLEGE ASSIGNED TO AS SOON AS POSSIBLE IF YOU ARE ILL OR HAVE AN EMERGENCY THAT PREVENTS YOU FROM KEEPING YOUR ASSIGNMENT!!**

I \_\_\_\_\_, have reviewed the expectations of the Standardized Patient Program for the University of New Mexico thoroughly. I understand these expectations ensure that my work at Assessment and Learning is fulfilling, enriching and enjoyable, and that my participation contributes to the successful implementation of SP events I participate in.

Date: \_\_\_\_\_ Signature: \_\_\_\_\_