

UT HSC
CENTER FOR
HEALTHCARE IMPROVEMENT
AND PATIENT SIMULATION

**Standard Operating Procedure Manual
2024-25**



This standard operating procedure manual serves as a brief overview of our primary policies and procedures.

This document is not a substitute for established UT Health Science Center and UT policies, but a complement to policies and regulations held by the Center for Healthcare Improvement and Patient Simulation.

To read all policies in full, visit policy.tennessee.edu and search for CHIPS or each policy listed within this document.



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Section 1. General Information

Welcome to the Center for Healthcare Improvement and Patient Simulation (CHIPS). CHIPS is an accredited simulation program through the Society for Simulation in Healthcare (SSH), dedicated to advancing healthcare education through cutting-edge technology and realistic scenarios. Our state-of-the-art facility boasts over 45,000 square feet of usable simulation space spread across three floors, each designed to replicate real-world healthcare settings.

Immerse yourself in diverse learning environments:

FIRST FLOOR

Master essential skills in our procedural simulation labs, equipped with skills trainers and virtual reality technology.

SECOND FLOOR

Step into a simulated acute care floor, complete with an operating room and labor delivery suite, to hone your critical decision-making in hospital settings.

THIRD FLOOR

Focus on patient interaction and communication within our expansive outpatient clinic area, featuring simulated patients and a pharmacy environment.

We cultivate well-trained healthcare professionals by fostering collaboration between learners and faculty from across the University of Tennessee Health Science Center's Colleges and Clinical Partners, ensuring a workforce focused on improving patient safety and outcomes.

College of Medicine

Undergraduate Medical Education

Graduate Medical Education

Physicians Assistants

College of Nursing

Bachelor of Science in Nursing

Doctorate of Nurse Practitioner

Nurse Anesthetists

College of Health Professions

Occupational Therapy

Physical Therapy

College of Dentistry/Dental Hygiene

College of Pharmacy



Regional One Health Medical Center

Methodist University Hospital

Methodist LeBonheur Children's Hospital

OUR MISSION

The Center for Healthcare Improvement and Patient Simulation (CHIPS) endeavors to advance healthcare through patient simulation as an international center of excellence for healthcare simulation. CHIPS is centered on the values of psychological safety, transparency, and servant leadership.

OUR VISION

The Center for Healthcare Improvement and Patient Simulation (CHIPS) is dedicated to improving the quality of healthcare delivery through education, research, assessment, and enhanced clinical skills with standardized/simulated patients (individuals trained to portray patients), high-fidelity patient simulators (manikins), and virtual reality settings.

Contact Information

Location: 26 S. Dunlap St., Memphis, TN 38163

Mailing Address: 26 S. Dunlap St., Memphis, TN 38163

Shipping Address: 836 Monroe Ave., Memphis, TN 38163

Email Address: simulate@uthsc.edu

Website: uthsc.edu/simulation

Phone: 901.448.4530

Hours of Operation

Regular Hours: Monday-Friday, 8:00 am to 5:00 pm

Extended Hours: We occasionally extend hours to accommodate special programs. During these times, a designated staff member, faculty member, or other individual authorized by CHIPS will be present to ensure safety and support.

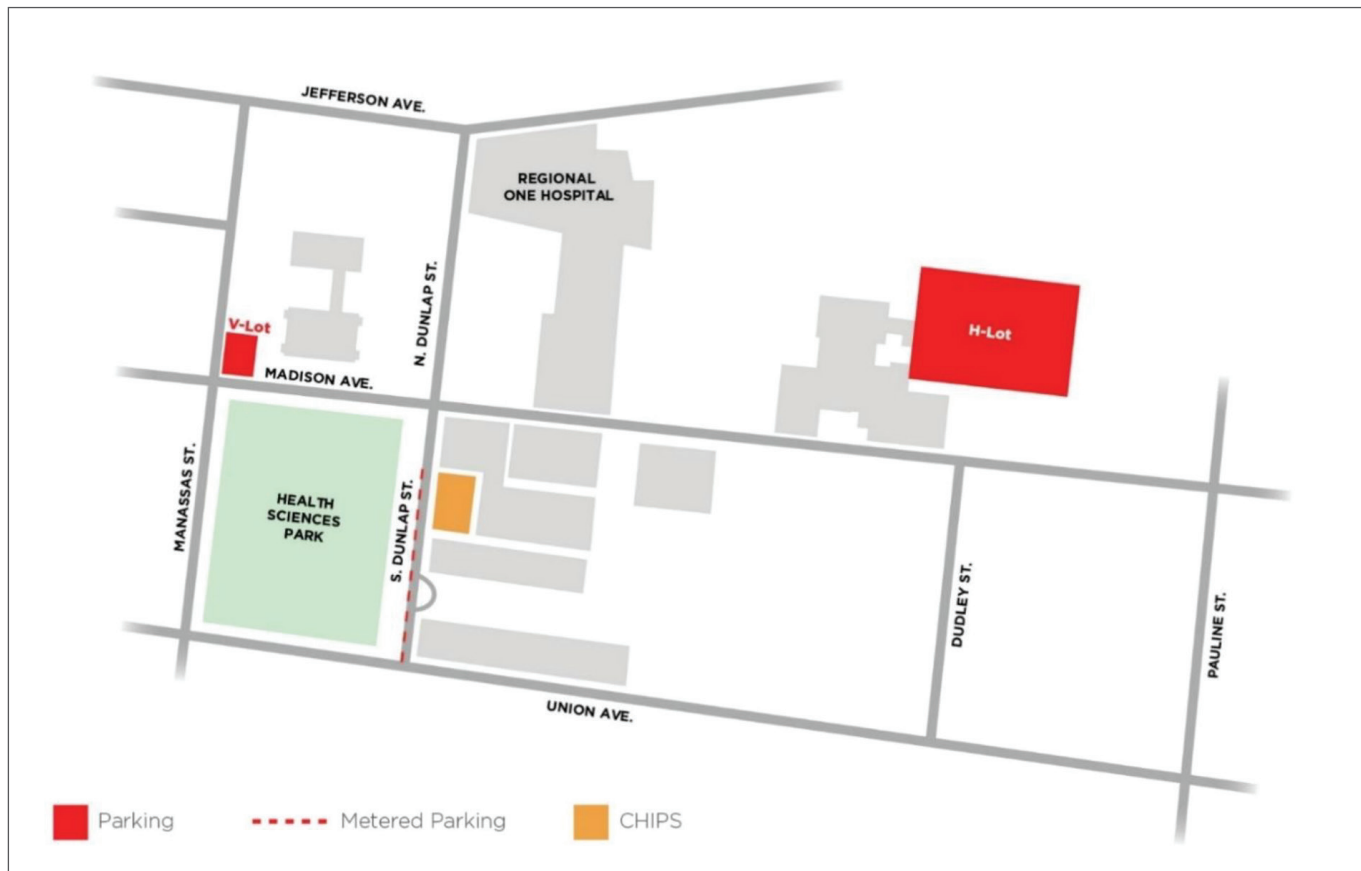


Parking Options

There is **metered parking along S. Dunlap St.**, across the street from the CHIPS building, with meters operated by City of Memphis. Below, this is indicated by a dashed red line.

H-Lot is a large UT Health Science Center public lot that you enter at **930 Madison Ave.** (under large Hamilton Eye Institute sign) walking from H-Lot to CHIPS is about 5-7 minutes.

V-lot is a small UT Health Science Center public lot that you enter at **20 N. Manassas St.** next to the UT Health Science Center Student and Alumni Center (SAC). The walk from V-Lot to CHIPS is about 3-5 minutes.



Food and Beverages

There are designated areas of CHIPS where food and beverages are prohibited. These should not be consumed near manikins, VR equipment, and task trainers. Sponsors planning to offer meals or allow participants food or beverages should check with CHIPS staff prior to scheduling an activity.

Printing Services

There are no printing services in CHIPS. The UT Health Science Center Library has printer locations on their second and third floors. Phone: 901.448.2219 or email libraryit@uthsc.edu. Additionally, the Print Services team on campus provides all the printing for UT Health Science Center in the Madison Plaza Concourse Phone: 901.448.5553 or email: printing@uthsc.edu.

Section 2. Administrative Information

A. Simulation Faculty/Facilitator Orientation

CHIPS Policy and Procedure SIM121

CHIPS requires completion of a series of free modules available via the CHIPS website designed to equip faculty and facilitators with the knowledge and tools necessary for simulation-based education. Renewal is required every two years to ensure qualifications to design and facilitate effective simulations remain current with best practices and meet accreditation standards. After completing the modules, faculty and facilitators will be prepared to collaborate with the CHIPS team in creating high-quality simulation experiences. Lead Faculty/Facilitators will complete the modules before event planning/case development meetings with CHIPS staff occur, to ensure a smooth planning process.

All other cofacilitators in simulation activities will complete the modules at least one week prior to the event but early completion is encouraged to eliminate cancellation or event delays.

The modules allow facilitators to meet the necessary accreditation requirements for utilizing simulation-based education while obtaining CNE or CME credit.

B. Simulation Faculty/Facilitator Responsibilities

CHIPS Policy and Procedure SIM105

CHIPS procedures ensure well-planned, safe simulations that follow best practices, code of ethics and guidelines that align with accreditation standards. Active participation by the Lead Faculty/Facilitators (or their prearranged/approved delegate) in pre-planning meetings, SP training/dry runs, debriefings and during events is required.

Lead Faculty/Facilitator Responsibilities:

- Meet deadlines to avoid cancellation and attend all planning meetings, dry runs/SP case trainings.
- Be present throughout the event (on-site or virtually).
- Deliver pre-briefings and debriefings aligned with best practices for safe simulation.
- Keep participants and fellow Facilitators informed by communicating essential details:
 - Confidentiality and media capture policies
 - Logistics on location/parking, and required equipment
 - Distribution of any printed materials and post event surveys

C. Sim Curriculum Development

CHIPS Policy and Procedure SIM102

Simulation event curricula (case scenarios, setup, prebrief, assessment rubrics) must be developed by the Lead Simulation Faculty/Facilitator in partnership with CHIPS.

Adherence to submission deadlines is required for appropriate review, scheduling, training, ordering, and event set-up.

Lead Simulation Faculty/Facilitator is responsible for developing and submitting all curricula on an approved Simulation Program template.

Replying “ALL” to emails from CHIPS staff is helpful to ensure all responsible staff have the most up-to-date information.

Deadlines described below:

- **Scenarios/cases being delivered for the first time or have changed:**
THREE MONTHS prior to the scheduled event date.
- **Scenarios/cases that have been delivered before and have not changed:**
TWO MONTHS prior to the scheduled event date.
- **For all procedural events:**
ONE MONTH prior to the scheduled event date.

CHIPS EDUCATIONAL DESIGN PROCESS

The following image depicts the timelines and activities required to produce a successful, simulation-based educational event.



STEP 1	STEP 2	STEP 3	STEP 4	STEP 5
3-5 Months Prior	1-3 Months Prior	1-3 Weeks Prior	Day of Event	After Event
Initial meeting to discuss: <ul style="list-style-type: none"> • Needs assessment • Goals/objectives • Scenario details • Modality • Pre-brief • Debrief strategy/feedback • Evaluation 	Collaborative assistance with: <ul style="list-style-type: none"> • Final scenario design • Pre-brief content • Debrief/feedback strategies • Assessment tool Hiring of SPs, if required for event	Cases sent to SPs 2 weeks prior Final programming in software and AV systems Pilot/dry run of event implemented Setup verification	CHIPS educator can provide: <ul style="list-style-type: none"> • SP training collaboration • Co-Facilitation of event • Pre-briefing, debriefing/feedback assistance • QI regarding SP performance • Deployment of Learner survey 	Facilitator and SP post-event survey sent Debriefing feedback shared with faculty QI meeting with CHIPS staff to review event data

D. Validation of Healthcare Simulation Center Scenarios

Purpose: This process provides steps to ensure simulation scenario validation for use in CHIPS. To provide simulation participants with current evidence-based practice, as well as psychologically and physically safe learning environments, all scenarios will be developed and reviewed according to this process.

Lead Faculty should vet new requests through their leadership i.e. program director/course director, or college curriculum committees before requesting with CHIPS. The Lead Faculty will complete the “CHIPS Event Request” link found on the CHIPS website to propose a simulation event and/or scenario detailing why it is needed. Example: to meet a gap in the curriculum, course outcome or adverse clinical event.

The Director of Education will review requests and bring any pertinent items to the CHIPS Executive Director and/or the Simulation Advisory committee. It is expected that all scenarios will be reviewed for current and evidence-based practice by content experts. All simulation scenarios will be reviewed for safety, current evidence-based practice and potential bias annually.

E. Society for Simulation in Healthcare Simulationist Code of Ethics

CHIPS has adopted the Society for Simulation in Healthcare Simulationist Code of Ethics, which includes descriptions of the topics below. [See the full SSH Code of Ethics for details: www.ssih.org/SSH-Resources/Code-of-Ethics](http://www.ssih.org/SSH-Resources/Code-of-Ethics)

Integrity

Mutual Respect

Accountability

Transparency

Professionalism

Results Orientation

F. Simulation Scheduling

CHIPS Policy and Procedure SIM101

The Simulation Program schedules resources to most efficiently and effectively meet the curricular needs of all UT Health Science Center Colleges. CHIPS resources may also be scheduled to meet non-curricular needs of UT Health Science Center colleges, UT Health Science Center clinical partners, and the community based on scheduling priorities.

All scheduling requests should be submitted through the online request form available on the CHIPS website. CHIPS simulation scheduling follows a Spring and Fall term scheduling request system.

Fall Term: August 1 – December 31

Fall Term Event Deadline: April 15 of that same calendar year.

Spring Term: January 1 – July 31

Spring Term Deadline: Sept. 15 of the year prior to Spring term.

CHIPS will review all submissions made prior to the deadline to address conflicts and prioritize based on curriculum needs. Requests made after the deadline will be considered dependent upon availability of the team and space.

1. Student Simulation Request

CHIPS Policy and Procedure SIM116

Students or learners may request simulation activities. CHIPS requires a faculty or practice utilizing virtual reality surgical simulators are not subject to the same process.

Student Interest Group Request Requirements:

- Student Interest Groups requests must be submitted by the faculty advisor and be confirmed in good standing before an event request is considered
- Faculty facilitators will be required to confirm their active participation at the time/date submitted before it is processed within CHIPS
- Faculty will complete the CHIPS simulation modules before confirmation of event and confirmations will be sent via email to advisor and/or faculty facilitator
- Student Interest Group will confirm provision of funding for consumable items used in simulation-based events.

2. Remediation/Practice Requests

CHIPS Policy and Procedure SIM106

Simulation remediation or practice requests should be submitted via the online request form. Remediation events ideally are scheduled at semester deadlines for appropriate planning and preparation. Priority goes to group practice events associated with curricular requirements.

Learners requesting individual practice will be directed to their Course Faculty Director to organize a scheduled practice time.

3. Delayed Events

CHIPS Policy and Procedure SIM119

CHIPS will work with Lead Faculty to determine if the event can continue as planned or needs to be rescheduled. If the event runs behind schedule, every attempt will be made to the adhere to the original schedule.

The CHIPS team will work to adjust breaks and round times as needed while adhering to best practice and labor state/federal guidelines for staff and simulated patients. If delays cannot be overcome, CHIPS Leadership will work with Lead Faculty to schedule a makeup event time.



G. Sim Media Capture

CHIPS Policy and Procedure SIM104

All simulation activities are subject to media capture, including video recording, audio recording and photography, for quality improvement, education, IRB approved research, and/or marketing purposes.

Media captures may be released in situations deemed appropriate by the Executive Director in consultation with Lead Simulation Faculty/Facilitator.

H. Simulation Confidentiality

CHIPS Policy and Procedure SIM100

Simulation activities conducted by CHIPS are treated as confidential, including all associated case materials and development documents.

Confidentiality is required to ensure alignment with simulation best practices, academic integrity, student and personal privacy, professionalism, and conform to various state and federal laws.

All participants in simulation activities must sign the Sim Confidentiality Agreement prior to participating in simulation within CHIPS.

Any violations in the Confidentiality Policy must be reported to the Simulation Program at simulate@uthsc.edu, or to the Executive Director.

Section 3. Equipment and Facilities

CHIPS Policy and Procedure SIM108

CHIPS Staff assume the responsibility of maintaining all simulation and clinical equipment purchased by the simulation program. Equipment used for simulation purposes will be monitored and maintained to reflect manufacturer recommendations. Each piece of equipment is routinely monitored to ensure proper functionality is maintained. Users are expected to inform CHIPS staff of any equipment malfunction between scheduled maintenance periods.

Any requests to schedule or utilize CHIPS facilities, supplies, and/or equipment can be directed to the “CHIPS Event Request” link found on the CHIPS website. If you have specific questions, or requests for additional equipment needs not currently met by CHIPS inventory, please direct your requests to the Director of Operations/Technology and Business Development.

Section 4. Safety

CHIPS Policy and Procedure SIM107

CHIPS is committed to providing a safe and healthy environment for all participants. Because the nature of simulation can pose physical and/or psychological risks to participants, Faculty/Facilitators are expected to follow appropriate procedures and best practices to ensure the participants are as safe, both physically and psychologically, as possible.

A. Physical Safety

Hand hygiene and sharps safety, as described by the Center for Disease Control's Standard Precautions, should always be practiced. At the discretion of the Faculty/Facilitator, participants may be required to practice additional standard precautions.

CHIPS is primarily a latex-free facility, any participants with known latex allergies should disclose to the Faculty/Facilitator. When this occurs, the Faculty/Facilitator should work with CHIPS staff to ensure there is no risk of latex exposure. Faculty/Facilitators and CHIPS staff should act in accordance with UTHSC Campus Safety and Emergency Management initiatives.

B. Psychological Safety

Faculty/Facilitators are responsible for a pre-brief which includes, at a minimum, the following elements: Basic assumption, Suspension of disbelief, educational objective, Confidentiality and media capture policies, respectful communication and mutual support, Orientation to simulation environment and equipment and the Safety phrase.

If a participant becomes psychologically triggered Faculty/Facilitators will determine the appropriate course of action, including stopping the simulation, and if warranted, will follow up with the participants to provide appropriate support and resources.

Section 5. Quality Improvement

A. Learner Evaluation

CHIPS Policy and Procedure SIM113

All simulation activities in CHIPS will be evaluated by learners systematically and routinely. This survey is provided at the end of each event via QR code posted throughout the CHIPS building. This survey provides CHIPS staff with tangible data for future quality improvement of CHIPS equipment and course offerings. Survey results will be shared with the Lead Faculty as requested. Facilitators are responsible for encouraging participants to complete evaluations.

B. Faculty/Facilitators Evaluation

Faculty/Facilitators participating in simulation activity in CHIPS will have the opportunity to evaluate both the educational event and the overall experience at CHIPS. A separate evaluation is emailed post-event to capture faculty response. In addition to this survey, an annual survey will be emailed to participating faculty for quality assessment of the simulation program.

All faculty/facilitators will have the opportunity to be reviewed annually by CHIPS simulation experts to maintain best practices in simulation education. This feedback is required per our accreditation standards and will provide simulation-specific professional development for all participating faculty in simulation.

C. Reporting Issues

During simulation-based activities should any issue arise, please contact your assigned operations support or any CHIPS staff member. Any damaged, nonfunctional equipment or simulation needs should be reported to the CHIPS staff. The CHIPS staff will attempt to correct any equipment, setup or technology problems in a timely fashion.

Section 6. Research Activity/Authorship

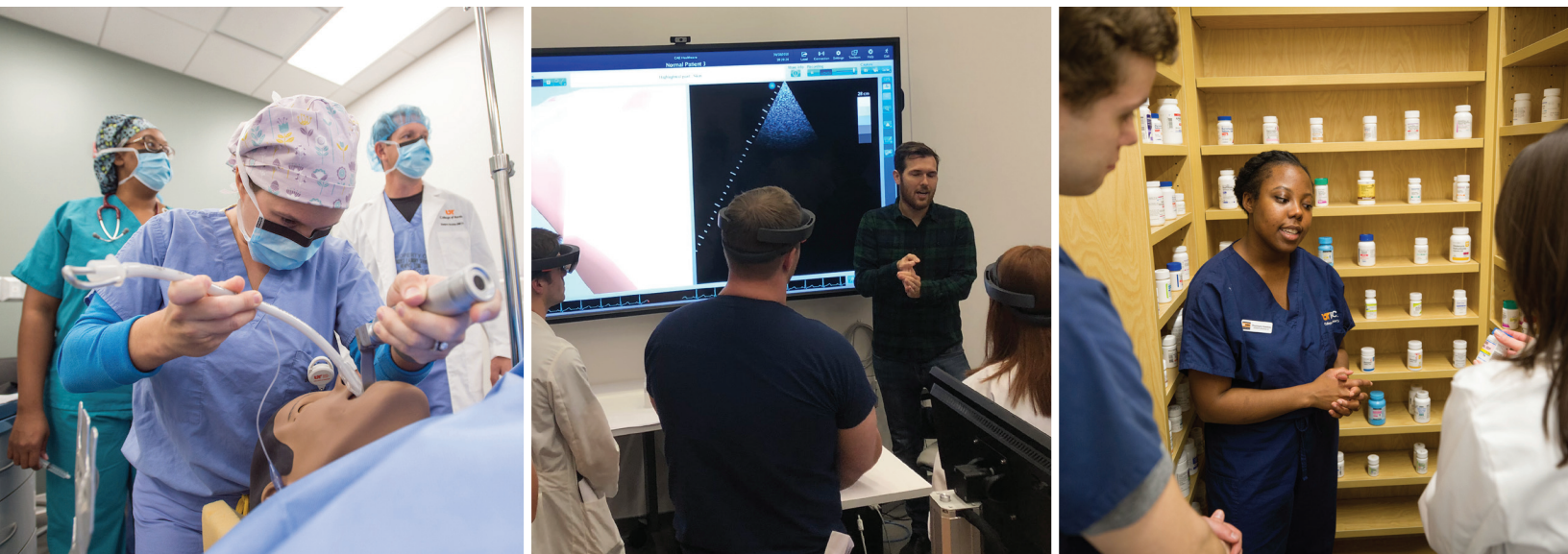
A. Research

UT Policy and Procedure RE0001

CHIPS encourages academic, interprofessional, and collaborative practice research. Any research activities that require use of CHIPS resources, time, and/or expertise are reviewed and coordinated with the CHIPS Executive Director and/or Senior VC of AFSA. Three to six months of planning time is required for coordinating and scheduling research-related activities. All studies that meet the definition of human research require approval from the Institutional Review Board (IRB), whether full, expedited, or exempt and a copy of the IRB approval must be sent to the CHIPS Executive Director. Research proposals should be forwarded to simulate@uthsc.edu for confirmation of the ability to support the proposal and to determine the appropriate costs.

B. Scholarly Activity

Any scholarly activity completed with substantial contribution from CHIPS resources should be appropriately acknowledged. If such activity leads to any publication or presentation, then the corresponding staff will be notified and recognized.





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