



STANDARDIZED PATIENT USER GUIDE

MODULE 1

About the SPP

Diversity Statement

What is a Standardized Patient/Client?

SPP Services, Reporting Structure, and Expectations

Table of Contents

| | |
|---|----------|
| Module 1 - ABOUT THE SPP | 3 |
| Standardized Patient Program (SPP), University of Toronto..... | 3 |
| SPP Office Information..... | 3 |
| SPP Services | 4 |
| Diversity Statement..... | 4 |
| Skills Required of a Standardized Patient | 5 |
| SP Reporting Structure..... | 6 |
| SP Expectations..... | 6 |

Module 1 - ABOUT THE SPP

Standardized Patient Program (SPP), University of Toronto

Welcome to the Standardized Patient Program at the University of Toronto. The SPP began operations in 1984 and has a roster of over 800 SPs. It continues its long history of teaching, simulation and assessment services to the MD Program in the Temerty Faculty of Medicine. The SPP provides online and in-person simulation services to the St. George (Downtown Toronto) and the Mississauga Academy of Medicine (MAM) campuses. While the SPP's primary goal is to support the teaching of medical students within Temerty Faculty of Medicine, it also collaborates with a diverse group of clients, including other U of T faculties and Departments (e.g. Faculty of Pharmacy, Faculty of Dentistry, Faculty of Law), as well as hospitals, community-based programs, and researchers.

Our work includes providing expertise on experiential learning, simulation, and facilitation. Our objective is to bring our knowledge and skills to clients by highlighting the role that SPs and SP methodologies play in creating dynamic teaching and learning opportunities.

Welcome to our team!

SPP Office Information

Hours of Operation:

Monday to Friday – 8.45am to 5.00pm (Labour Day weekend in September to June 30)

Monday to Friday – 8.45am to 4.30pm (summer hours from July 1 to September Labour Day weekend)

Saturday, Sunday and Statutory holidays - Closed

SPP Office locations:

SPP Main Office

Suite 314
263 McCaul Street
Toronto, ON M5T 1W7
Canada

SPP – University of Toronto, Mississauga Academy of Medicine (MAM) Campus

Terrence Donnelly Health Sciences Complex
3359 Mississauga Rd,
Mississauga, ON L5L 1C6
Canada

For more information on the SPP, visit www.spp.utoronto.ca or email spp.admin@utoronto.ca

What is a Standardized Patient?

A Standardized Patient (SP) sometimes referred to as a Standardized Client (SC) is an individual trained to simulate the symptoms or characteristics of a real patient (or client) in a reliable and valid manner, providing the student or candidate an opportunity to learn and/or be evaluated on learned skills in a simulated clinical environment. Based on the learning objectives of a session and client preferences, Standardized Patients (SPs) can also be referred to as Simulated Patients, Standardized Clients or Simulated Clients (SCs). For the purpose of this document, they are referred to as Standardized Patients (SPs).

SPs participate in communication and clinical skills assessments, education and quality assurance for the following groups:

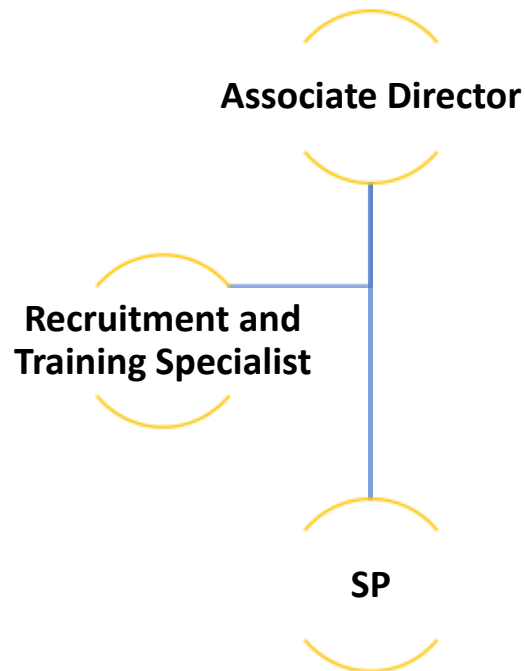
- Medical students
- Pharmacy students
- Medical Residents
- Physicians
- Physician Assistant students
- Physiotherapy students
- Naturopathy students
- Law Students
- Occupational Health Students
- Other healthcare students and professionals

Skills Required of a Standardized Patient

An SP will be:

- Able to retain information
- Reliable and punctual
- An active listener
- Able to work with others in a professional and respectful manner
- Able to receive constructive feedback
- Able to follow detailed instructions and reproduce simulation consistently
- Able to provide feedback to learners

SP Reporting Structure



- SPs are supervised by the SPP's Recruitment and Training Specialist
- For individual projects, any questions, concerns, or recommendations can be brought to the SP Trainers
- The SP Trainer will refer questions or concerns to the Project Manager who will either problem solve or refer the matter to the Recruitment and Training Specialist
- The Recruitment and Training Specialist will refer concerns to the SPP Associate Director if needed.

SP Expectations

- Work in accordance with U of T statements, [policies](#) and guidelines. Examples include:
 - Confidentiality – includes but is not limited to SPP, SP, Client, and role information.
 - [Conflict of Interest](#) – real, perceived or otherwise
- Exhibit professional and ethical behavior at all times
- Respect the authority and knowledge of other professionals
- Exhibit sensitivity and respect for other beliefs, opinions, gender, race, culture, religion, sexual and gender preferences, and status
- Abstain from speaking with candidates/learners "out of role" before or during the session; SPs should not be seen by any of the candidates/learners unless in role with the exception of teaching sessions.
- To not receive any advice or recommendations from a physician tutor during the course of any sessions as constituting individual medical care or advice, and SPs should not actively seek medical advice from learners or faculty while performing their duties as an SP

- When simulating a physical role, should an abnormal finding be found, SPs can expect to be informed and advised to seek medical evaluation and treatment from the SP's personal physician/healthcare provider
- Keep all scenarios, cases, procedures, communications and other related information confidential
- To not discuss learner performance, behaviors, or interactions outside of simulation
- To not consume food or drink in any SP simulation, unless required by the scenario (SPs may bring a water bottle into the clinic room, but this must be kept out of sight during simulation)
- Keep personal belongings out of sight within the clinic room during simulation
- Unless doing an online job (e.g. Zoom), turn off all mobile phones and electronic devices during training and simulation.
- Maintain proper hygiene, grooming, and cleanliness at all times
- Be scent-free. The University of Toronto is asking for voluntary cooperation towards a [scent-reduced environment](#). Many other locations where we work are also scent-free.
- Understand and agree that drinking alcohol or consuming drugs prior to or during a simulation session is expressly prohibited.
- Understand and agree that vaping or smoking during a simulation session is expressly prohibited.