



POLICY & PROCEDURE MANUAL

**CENTER FOR ELABORATION
COMPETENCY AND INNOVATION IN
CLINICAL SIMULATION (CECICS)
UNIVERSITY OF MEDICINE PHAM NGOC THACH**

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**Center for Elaboration Competency & Innovation in Clinical Simulation
of University of Medicine Pham Ngoc Thach (CECICS-UPNT)**

1. GENERAL INFORMATION

a. Mission Statement

CECICS-UPNT takes the lead to serve the educational mission of the University of Medicine Pham Ngoc Thach in establishing an exciting, safe and conducive environment for the education, training and practice for learners at all levels: Under Graduate, Graduate, Post Graduate, Faculty Development, and Continuing Medical Education. CECICS-UPNT provides expertise, standardized and modern training methodology and state-of-the-art educational tools and equipment to ensure the high quality of teaching and performance assessment. In collaboration with Basic Sciences and Clinical departments, and the Office of Faculty Development of UPNT and other medical institutions, CECICS-UPNT will conduct research in Simulation-Based Medical Education to enhance the learners' clinical competency and the quality of patient care.

b. Vision Statement

CECICS-UPNT will continue to advance its mission in supporting the successful implementation of the competency-based curriculum of UPNT. CECICS-UPNT will collaborate with Departments and Offices of UPNT and other national and international medical institutions to conduct research in Simulation-Based Medical Education, and will become one of the best Institutes for Clinical Simulation in Southeast Asia.

c. Governance – Organizational Charts

Chart 1. ORGANIZATIONAL CHART OF UNIVERSITY OF MEDICINE PHAM NGOC THACH

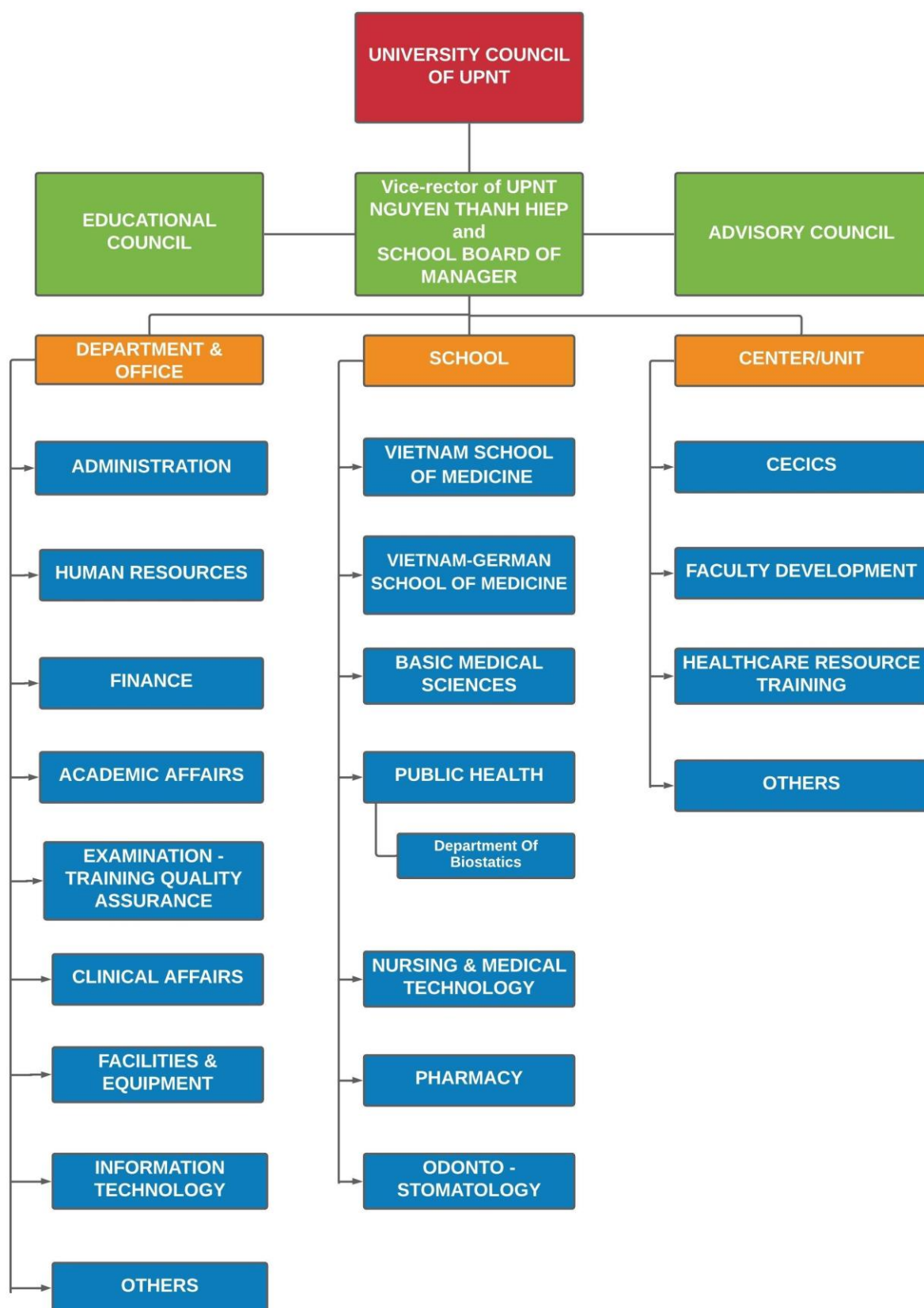


Chart 2. CECICS-UPNT ORGANIZATIONAL CHART WITH GORVENANCE COMMITEES

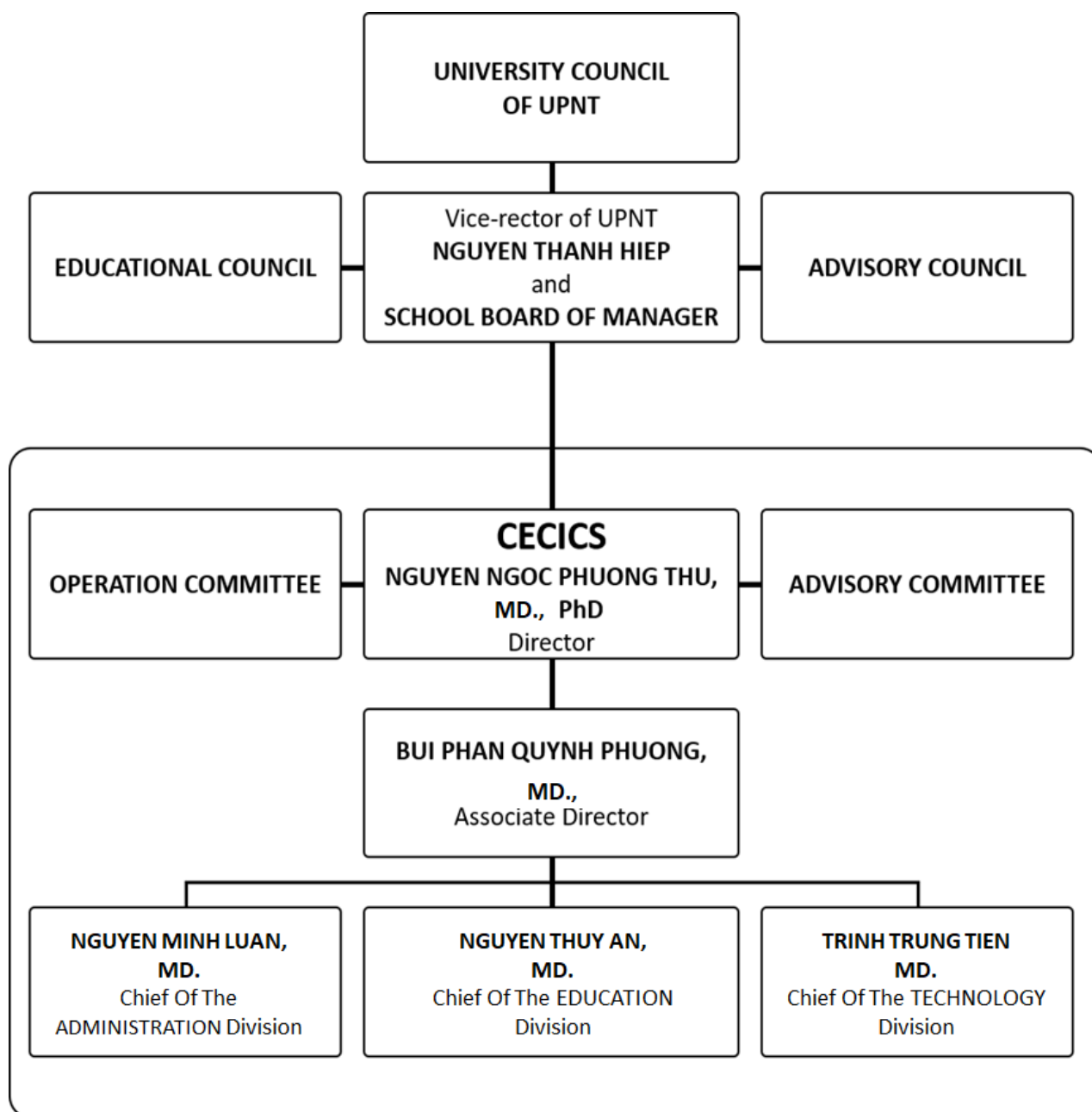


Chart 3. CECICS-UPNT ORGANIZATION CHART WITH DIVISION FUNCTION

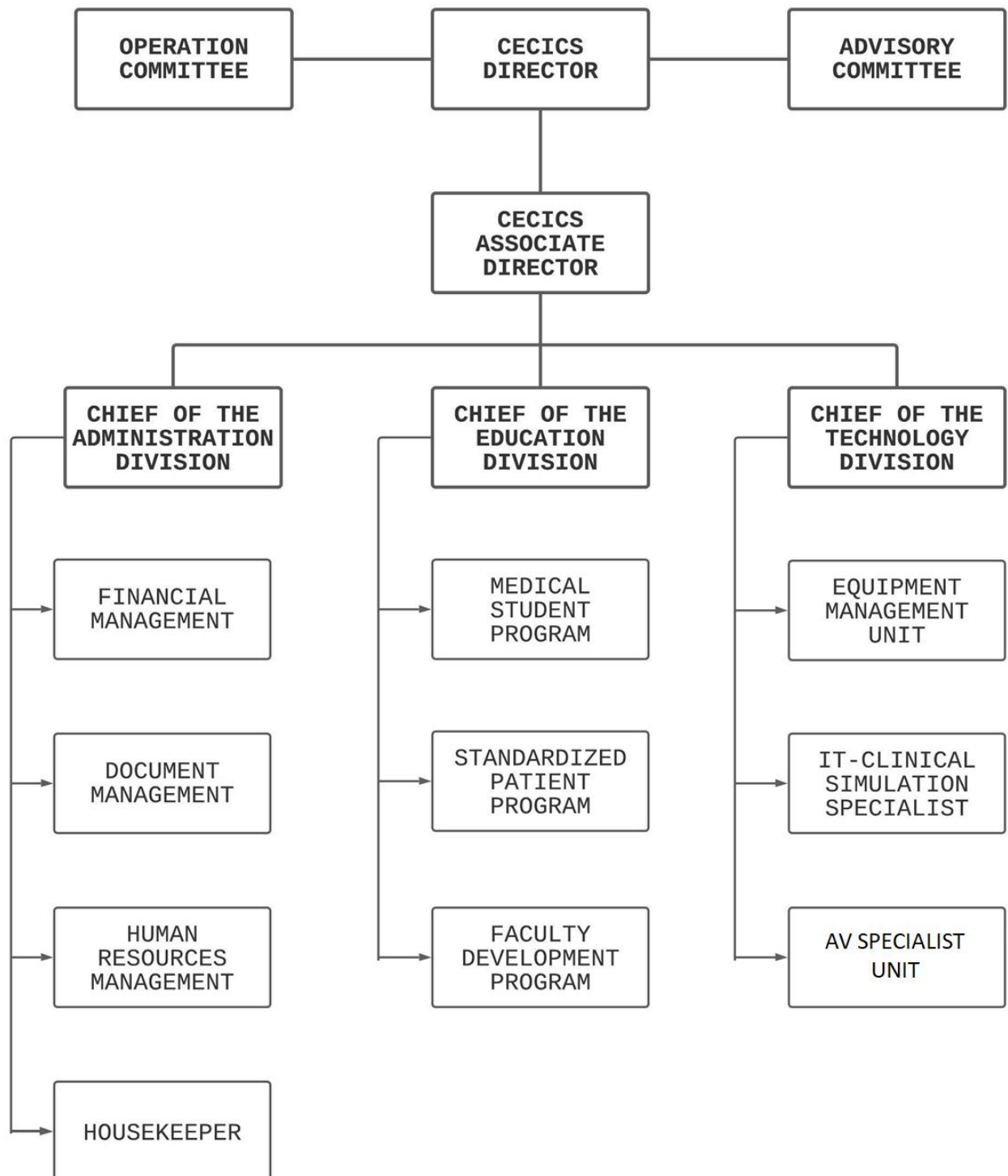
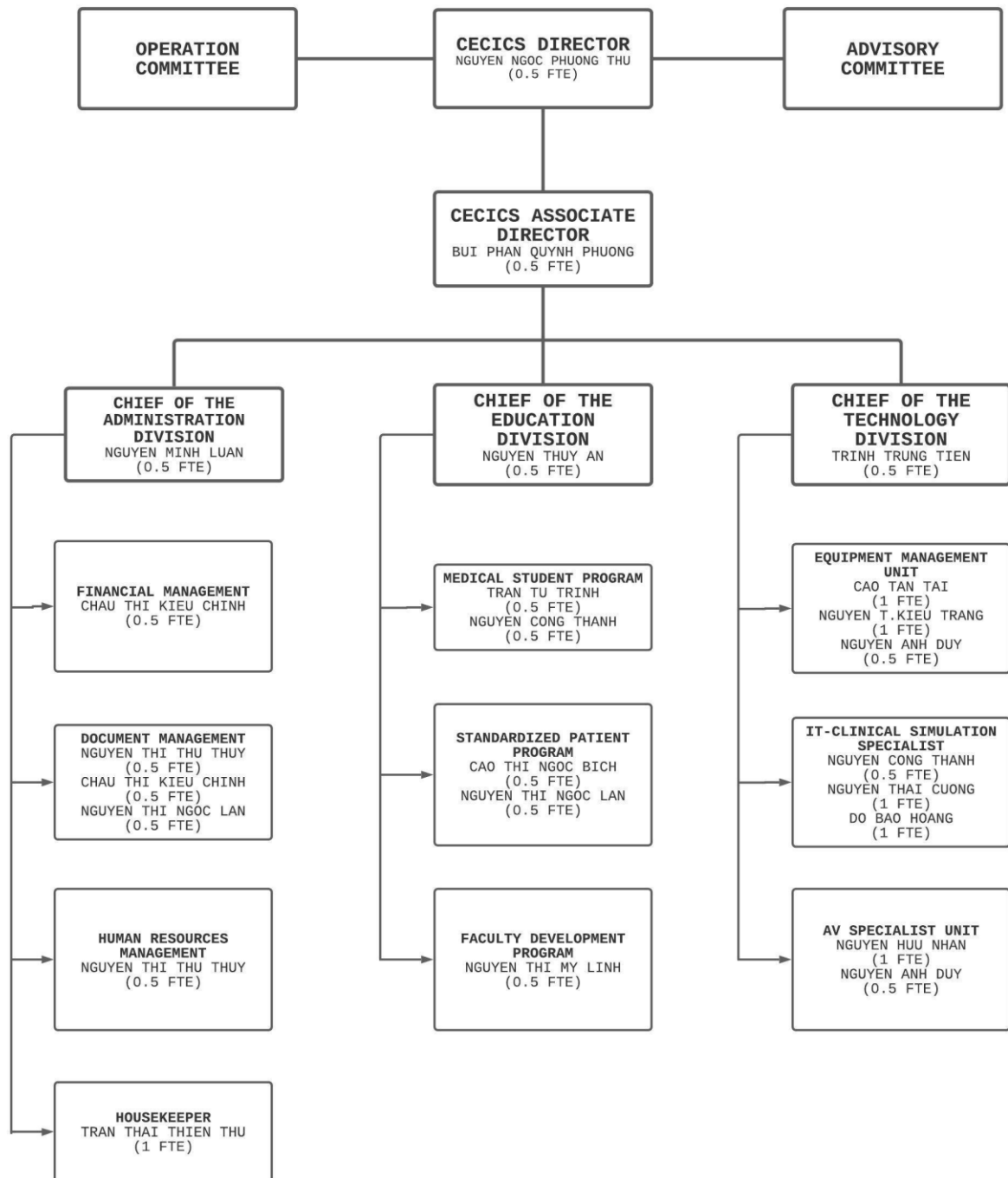


Chart 4. CECICS ORGANIZATION WITH FTE



d. Decision –making process

CECICS Director oversees the day-to-day operation of the center. The Director is assisted by the Associate Director and 3 Division Chiefs.

The Director will get input from the Operation Committee and Simulation Educators to make decisions for purchasing new equipment.

The Director will get input of the Operation Committee to prioritize the short-term projects (3- 6 months), and to resolve conflicts of schedule.

The Director will get input of the Advisory Committee and/or the Advisory Council for long-term projects or those that require significant investment of resources.

e. Simulation facility “Brand” use policy:

The Rector and School Boards of Manager of the University of Medicine Pham Ngoc Thach (UPNT) had officially approved on December 15th, 2017, the name “Center for Elaboration Competency and Innovation in Clinical Simulation” and the abbreviated name “CECICS” to be used in all communication within UPNT as well as in all business document and public relation.

f. Hours of operations:

CECICS will follow the working schedule set by University of Medicine Pham Ngoc Thach, unless a special arrangement is approved by Center Director or School Boards.

Hours of Operation:

| | | |
|--------------------------|-----------------|---|
| Monday – Thursday | (07:30 – 17:30) | Scheduled educational activities |
| Friday | (07:30 – 11:30) | |
| Wednesday | (13:30 – 17:30) | Staff meeting & development |
| Friday | (13:30 – 17:30) | Equipment maintenance, preparation for next week activities |

g. Simulation center terminology:

{Please refer to the attached [Simulation center terminology \(CORE APPENDIX 2\)](#) written in Vietnamese}

2. PERSONNEL:

The personnel of CECICS comprise 8 faculty members, 7 technician/simulation specialists and 4 supporting staffs, and 40 – 50 Standardized Patients.

The Governance structure of CECICS consists of a Director, an Associate Director, and three Division Chiefs.

- The Division of Education has 4 faculty members, 1 supporting staff and 40 – 50 Standardized Patients.
- The Division of Administration has 1 faculty members and 3 supporting staff members.
- The Division of Technology has 1 faculty members and 7 technicians/simulation specialists.

3. ADMINISTRATIVE INFORMATION

a. Support staff and contact tree:

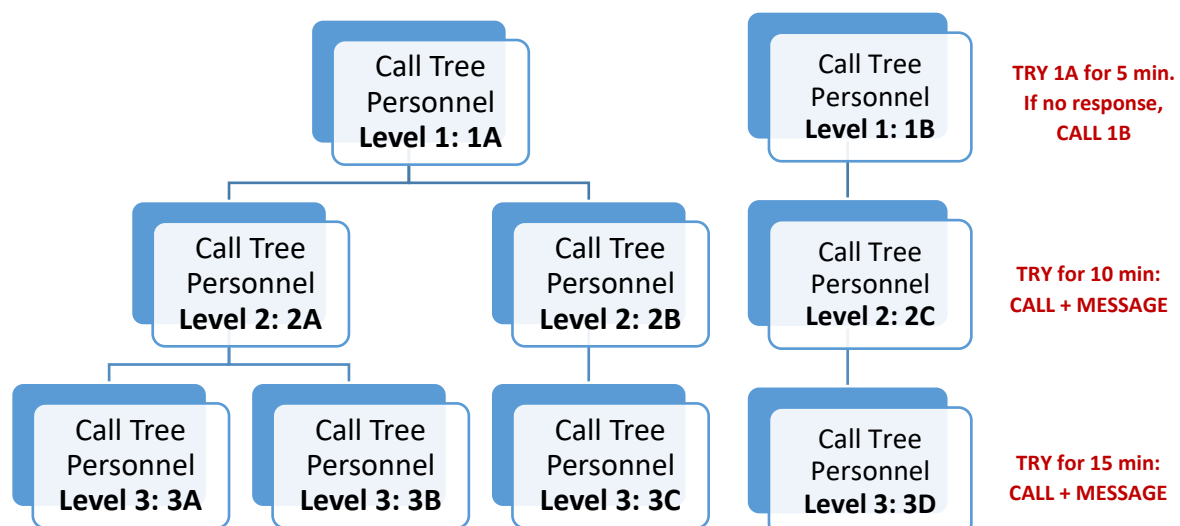
In case of emergency, the Contact Tree is:

Level 1A – Director: Dr. Nguyen Ngoc Phuong Thu - Mobile: 0903661133

Non-Emergency:

- Technology-related issues:
Chief, Division of Technology: Dr. Trinh Trung Tien - Mobile: 09 89220934
- Administration-related issues:
Chief, Division of Administration: Dr. Nguyen Minh Luan - Mobile: 0384808747
- Issues related to Learners, Instructors, SPs, schedule, cancellation:
Chief, Division of Education: Dr. Nguyen Thuy An - Mobile: 09 89985275

Chart 5. EMERGENCY CONTACT TREE



b. Overtime policy:

CECICS and UPNT observe the Labor Laws set by the Ministry of Labor

c. Scope of work/description for each personnel classification:

DIRECTOR OF CECICS

Dr. Nguyen Ngoc Phuong Thu is the **Director of CECICS-UPNT**; and is under the direct guidance of Assoc. Prof. Nguyen Thanh Hiep, Vice and Acting Rector of UPNT. Dr. Nguyen Ngoc Phuong Thu is a Cardiologist, and an educator with experience in teaching Pre-clinical Skills Course. She also received additional training in clinical simulation on Objective Structured Clinical Examination (OSCE), medical informatics, advanced cardiac examination and flexible bronchoscopy at the Center for Advanced Teaching & Assessment in Clinical Simulation (ATACS) at Texas Tech University Health Sciences Center- El Paso. She will have 50% (.5 FTE) of the time for CECICS activities (20 hours/week). Besides the position at CECICS, she is the faculty attending physician at Hospital 115, a teaching hospital of UPNT. As Director of CECICS, Dr. Nguyen Ngoc Phuong Thu will be responsible for the development, operation and management of all programs, projects and activities of CECICS. Dr. Nguyen Ngoc Phuong Thu will have authority for CECICS budget preparation, oversees daily fiscal expenditures, and the operation of CECICS according to the policies & procedures, rules and regulations of UPNT, the People Committee of Ho Chi Minh City, and laws of the Socialist Republic of Vietnam.

In addition, to ensure that CECICS will achieve its Mission & Vision and live up to the expectations of the learners, faculty and School Board of Manager of UPNT, Dr. Thu will be responsible for the following activities:

- Oversee the CECICS day-to-day operation
- Monitor and ensure that CECICS meets and/or exceeds the standards required for its future application for accreditation in teaching and assessment by the Society for Simulation in Healthcare before the end of 2021.
- Participate in the activities and meetings of the CECICS Operations Committee and Advisory Committee
- Oversee and monitor the CECICS Staff Development program
- Conduct survey on needs assessment to prepare for future budget.
- Review & approve CECICS policies/procedures, the staff/faculty time sheet, vacation, purchase, and inventory.

- Conduct survey and monitor regularly feedback on the quality of the operation and educational activities from the learners at all levels, instructors, CECICS faculty & staff, and Standardized Patients.

Dr. Nguyen Ngoc Phuong Thu is approved to allocate 50% (.5 FTE) of her time for CECICS (20 hours/week).

An Associate Director and Chiefs of 3 Divisions: Technology, Education, and Administration, will assist Dr. Nguyen Ngoc Phuong Thu in the operation of CECICS.

Associate Director of CECICS

Dr. Bui Phan Quynh Phuong, Associate Director, is a specialist in Internal Medicine and has experience in education and training of Preclinical Skills Course (the prototype of CECICS) for medical and nursing students. As an Associate Director, she assists Director for day-to-day operation of the Center and supervise three Division Chiefs. Dr. Phuong also assists Director to Identify and Address Concerns/Complaints of all participants at CECICS. In addition, she serves in the Operation Committee & Advisory Committee. Besides the position at CECICS, she was attending physician at the Hospital for Tropical Diseases - Ho Chi Minh City for many years. She will have 50% (.5 FTE) of the time for CECICS activities (20 hours/week).

Education Division

Dr. Nguyen Thuy An, Chief of the Education Division, is a specialist in Internal Medicine and has experience in education and training of Pre-clinical Skills Course. As Division Chief, Dr. An has managed all educational activities, as well as coordinates and trains Standardized Patients. Dr. An has been one of the few faculty members who is active and creative in teaching clinical skills. She has received numerous positive feedback about her teaching skills. Her teaching skills and simulation experience were also enhanced by participating the Collaborative Education Program (CEP), which she graduated in 2018 with good results. This is a 12-month training program conducted by Professor Hoi Ho, MD. in Texas Tech University Health Science Center, El Paso. She will have 50% (.5 FTE) of her time for all CECICS activities (20 hours/week).

Dr. Tran Tu Trinh, a member of the Education Division, has many years of experience in teaching Pre-clinical Skills Course for medical students and nursing students. Her primary responsibility is to train standardized patients and prepare OSCE schedule. She also assists Chief of Education Division to oversee the Medical student program. She also monitors feedback of learners, reports to Chief of Education Division and has participated in need assessment survey. She is attending at CEP-4 course in 2020 (has not finished yet due to Covid 19 outbreak).

Master of nurse Cao Thi Ngoc Bich has joined CECICS since 2015. Her primary responsibility is to train and schedule standardized patients. Besides that, she assists Chief of Education Division to oversee the OSCE program and SPs. She also provides training activities related to nursing skills and First Aids for medical students. Mrs. Bich graduated from the Collaborative Educational Program (CEP) in Jan 2018. Besides the position at CECICS, she works at Tan Phu District Hospital, and has 50% of her time for CECICS activities.

Doctor Nguyen Thi My Linh, a new member of the Education Division, has just joined CECICS. She also participates as an observer in the in-house Faculty Development. She participated in the course “Simulation-based Clinical Training: CPR, Harvey” in Dec 2020 conducted by the Family Medicine Department and CECICS. She has 50% (.5 FTE) of time for CECICS activities (20 hours/week). Besides that, she is planning to attend the “Imaging Diagnostic” course.

Mrs. Nguyen Thi Ngoc Lan is a Registered Pharmacist & Master Business Administration. She has joined CECICS since September 2020. Mrs. Ngoc Lan is responsible for training and debriefing for SP. Besides that, she assists the Chief of Education Division to develop, monitor and execute Quality Management System (PDSA) protocol and guidelines. She also supports secretarial staff to prepare meeting minutes, and business document.

Administration Division

Dr. Nguyen Minh Luan, Chief of the Administration Division, is a specialist of thoracic-vascular surgery, and an educator with experience in teaching Pre-clinical Skills Course. He has started working at CECICS from 2010 to present. His primary responsibility is to assist Director in Strategic Planning, short-term and long-term projects, budget and contracts. He also manages CECICS's staff working and vacation schedules. He will have 50% (.5 FTE) for CECICS activities (20 hours/week). Besides the position at CECICS, he is the attending physician at Hospital 115, a teaching hospital of UPNT.

Other faculty members of the Administration Division are Mrs Chau Thi Kieu Chinh (1 FTE) and Mrs Nguyen Thi Thu Thuy (1FTE). Mrs. Chinh is a Bachelor of Law. She also has the Certification of Intermediate level of Accountancy. At CECICS, she is responsible for the managing the employment and SP's contracts and take the SP's attendance. She is also reviewing and reporting SP's salary for Director of CECICS. In addition, she can make up for fake blood, burn and wound... She also serves as tour guide for groups and/or individuals. She has experience in Secretary in CECICS for 03 years.

Mrs. Nguyen Thi Thu Thuy is a Bachelor of Law, too. She is responsible for managing the employment's contract and report to Chief of the Administration Division. She also remind staffs to keep the Director's instructions. Other supporting staff member is Mrs. Tran Thai Thien Thu, service staff (1 FTE).

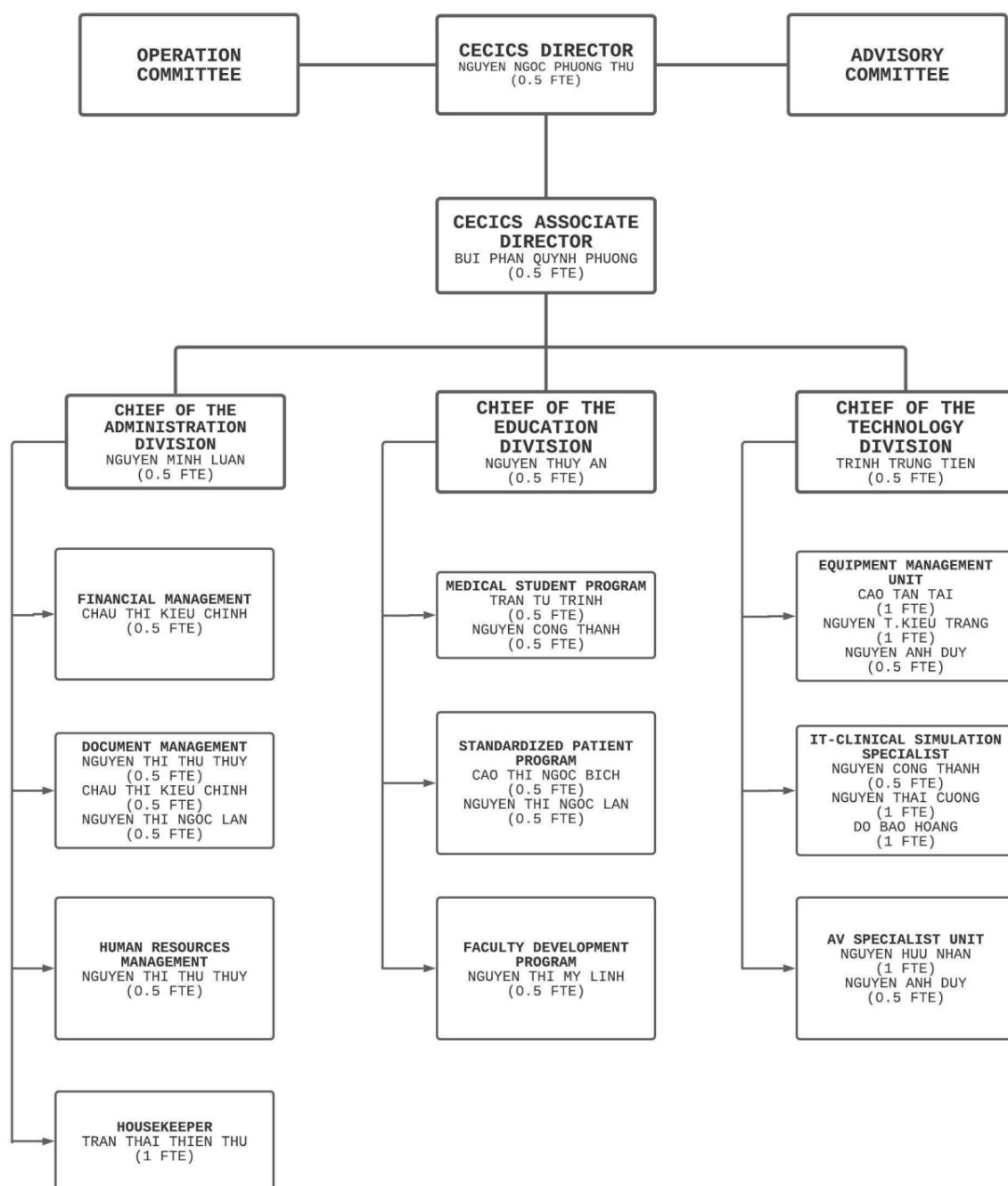
Technology Division

Dr. Trinh Trung Tien, Chief of the Technology Division, is a specialist in Thoracic Vascular Surgery with extensive experience in Information Technology (IT), clinical simulation and Webmaster. His primary responsibility is to provide technical assistance, support and training to faculty, instructors and staff in simulation equipment. He also supervises the maintenance of simulation equipment to ensure good operational status. In addition, he is accountable for need assessment of equipment annually. He will have 50% (.5 FTE) for CECICS activities (20 hours/week). Besides the position at CECICS, he is the attending physician at UPNT Policlinic.

Mr. Nguyen Cong Thanh (1 FTE) is a Bachelor of Optometry. He has extensive experience in Webmaster, computer technology, information technology, and web-based active learning. His primary responsibility is to support the education division to conduct clinical scenarios and select the right modalities for clinical scenarios. He also has made student's schedules and collected feedback and ideas from them. At the day of the beginning of the simulation course, he gave Student's Orientation about. Simulation environment at CECICS. Mr Thanh is also attending CEP-4 (Collaborative Educational Program), a 12-month training program in Faculty Development and Clinical Simulation (has not finished yet due to Covid 19 outbreak).

Other supporting staff members of the Technology Division are: Mr. Nguyen Huu Nhan, audio-visual specialist (1 FTE), and Mr. Cao Tan Tai, equipment specialist (1 FTE), Mr. Nguyen Anh Duy (audio-visual and equipment specialist, 1 FTE), Mr. Do Bao Hoang and Mr. Nguyen Thai Cuong (IT Clinical Management Unit, 1 FTE/person).

Chart 4. CECICS ORGANIZATION WITH FTE



4. COURSE INSTRUCTORS

a. Instructor training:

With our robust Faculty Development Program which include the Texas Tech University HSC El Paso Collaborative Educational Program (CEP), and the University of Medicine Pham Ngoc Thach In-House Faculty Development Program, we give particular attention to the Instructor training.

i. Course content:

The Collaborative Educational Program (CEP): this 8-week intensive faculty development program consists of 4 modules (please refer to the attached [TTUHSC EP INTERNATIONAL EDUCATIONAL PROGRAM \(CORE APPENDIX 2\)](#)):

- Teaching, Competency-Based Education, Team work
- Performance Assessment, OSCE, Debriefing, Inter-professional Education, Concepts & Principles of Research in Medical Education
- Clinical Skills, Evidence-Based Physical Examination, Clinical Simulation, Application of Mobile Computing Platform in Medical Practice.
- Professional & Leadership Development, Mentoring.

The UPNT-Faculty Development Unit (please refer to the UPNT website <https://fdu.pnt.edu.vn/>)

ii. Simulation technology:

The Collaborative Educational Program (CEP): several workshops in this program are devoted to hand-on training opportunities to familiarize participants with simulation equipment that will be used at CECICS. The course content of the CEP has been used by the Office of Faculty Development and ATACS; and validated during the last 16 years at TTUHSC El Paso.

Nguyen Ngoc Phuong Thu, MD., CECICS Director, completed her 3-week intensive training (Feb, 27 - Mar 21, 2017) at the Center for Advanced Teaching & Assessment in Clinical Simulation (ATACS) in the following areas:

- OSCE
- Advanced physical examination of the cardiovascular system
- Medical informatics, and
- Flexible bronchoscopy

In the future, more CECICS faculty and Staff members will have opportunities to receive formal training on clinical simulation at CECICS so that they can be effective in assisting Instructors to conduct simulation activities.

Dr. Hoi Ho, former Director of the Center for Advanced Teaching & Assessment in Clinical Simulation (ATACS) of Texas Tech University HSC El Paso, has directed several training sessions for CECICS faculty and staff in operating and troubleshooting simulation equipment used at CECICS.

b. Code of conduct:

For details related to basic behavior and compliance expectations of personnel, Instructors, students, staff, SPs and guests. (Please refer to the following CODE OF CONDUCT)

CODE OF CONDUCT

To ensure the highest level of professionalism expected in a healthcare provider, and to achieve the TRUST and CONFIDENCE of our Patients, every student, Instructor, faculty members, and staff who either participate or support the Collaborative Educational Program (TTUHSC EP-CEP) is expected to:

- Foster a learning environment that promotes human dignity.
- Respect each person as an inherently and uniquely valuable member of the human community.
- Embrace a holistic view of human beings in their physical, mental, social, and spiritual dimensions.
- Provide systems, structures, and procedures which are attuned to the basic human values such as altruism, honor, fairness, and respect for others.
- Accept our responsibility as faithful stewards of healthcare resources, with a commitment to the needs of the vulnerable and the disadvantaged.
- Work toward professional excellence in the educational, clinical, research, operational, and community activities.
- Observe, promote, and mentor professional behavior at all levels of training.
- Recognize the responsibility and the commitment of faculty to teach and to model appropriate professional behavior.

- Consistently evaluate academic offerings and address professional responsibilities throughout the curriculum.

To ensure a good learning experience, and to foster a safe and non-threatening learning environment, all learner, Instructors, SPs, CECICS staff and Guest **MUST** observe the following CECICS Code of Conduct.

CECICS CODE OF CONDUCT

1. All users of CECICS facilities must **act and behave in a manner** that will not disturb the academic activities in the center.
2. **No center user shall infringe** upon the privacy, rights, privileges, health, or safety of other users.
3. All faculty, staff and students must **complete the CECICS orientation** prior to session and using the equipment.
4. **No eating or drinking** is allowed in CECICS learning spaces.
5. Use of the computers in CECICS is **restricted to assigned educational work** and not for personal use.
6. **Do not use the equipment for any purpose other than specified**; anyone who fails to comply with this request will be removed from the center.
7. **Any equipment malfunction must be reported** to the CECICS staff **immediately**.
8. Adherence to **the dress code is expected**. Learner must wear a lab coat to participate in any activity in the center.
9. **All beds should be lowered to the ground** with the bed rails down after each use. **Linens should be properly placed** back on the manikin after each use as if caring for a real patient.
10. **Do not remove the manikin from the bed** unless instructed to do so.
11. **Smoking is prohibited** in the CECICS.
12. **All electronics** including cell phones, PDA's, cameras, camera phones, and video recorders **are prohibited during simulations**.

The CEP Course Director and/or CECICS staff has the right to remove anyone from the facility if they violate the Code of Conduct.

In addition to the CEP Code of Conduct, UPNT also have their own Code of Conduct.

c. Course development policy:

CECICS has developed a policy on CECICS-Course Development for CECICS and clinical faculty members who will participate in the educational activities at the center:

1. All faculty and Educators, Assessors must review the Policies and Procedures of CECICS as well as complete required training prior to independently teaching any simulation activity.
2. To ensure quality of the simulation educational activities conducted at CECICS, and especially, to live up to the expectations of our learners, CECICS has consulted award-winning educators and simulation experts in defining the following set of qualifications for CECICS simulation experts/educators (Table 1).
3. To ensure quality of the Assessors conducted at CECICS, and especially, to live up to the expectations of our learners, CECICS has consulted award-winning educators and simulation experts in defining the following set of qualifications for CECICS simulation Assessors (Table 2).
4. Professional training is performed by Collaborative Educational Program (CEP) or Faculty Development Unit of UPNT.
5. Educators must complete the forms related to teaching on time. These forms include Simulation Course Design Checklist; Need Assessment Survey; Clinical Simulation Request Form; Peer Instructor Assessment Form, 360 degree feedback Self Evaluation form and Assessor form)
6. Course faculty is responsible for evaluating instructors assigned to the course.
7. The CECICS Director/Associate Director will provide faculty with feedback on individual instructor performance as needed/ requested.

Table 1: DEFINED QUALIFICATIONS OF CECICS SIMULATION EXPERTS/EDUCATORS

| | |
|---|--|
| To ensure quality of the simulation educational activities conducted at CECICS, and especially, to live up to the expectations of our learners, CECICS has consulted award-winning educators and simulation experts in defining the following set of qualification for CECICS simulation experts/educators. | |
| CECICS will designate the title “CECICS Simulation Expert/Educator” for any individual who has one or more of the following criteria: | |
| <input type="checkbox"/> | Formal training with certification in clinical simulation at a simulation center that achieved accreditation by an international society for simulation in healthcare. |
| <input type="checkbox"/> | Completion with certification of a comprehensive faculty development program with emphasis in adult learning, competency-based education, performance assessment, evidence-based physical examination, OSCE, and clinical simulation technology. |
| <input type="checkbox"/> | Formal training with certification in modern medical education at a reputable international medical institution. |
| <input type="checkbox"/> | Award-winning clinical educator with 5 years or more experience in teaching and assessing clinical simulation. |

Table 2: ASSESSOR QUALIFICATIONS REQUIREMENTS

| | |
|--|---|
| Definition of Assessor roles: Assessment Team member | <ul style="list-style-type: none"> – Faculty member of UPNT, School of: <ul style="list-style-type: none"> <input type="checkbox"/> <i>Medicine</i>; <input type="checkbox"/> <i>Nursing</i>; <input type="checkbox"/> <i>Pharmacy</i> ^[In Future]; <input type="checkbox"/> <i>Dentistry</i> ^[In Future] participates in the performance assessment of clinical simulation activities at CECICS |
| Education | <p>License and Certificates: <input type="checkbox"/> RN; <input type="checkbox"/> MD; <input type="checkbox"/> NP</p> <p>Teaching & Assessment:</p> <ul style="list-style-type: none"> <input type="checkbox"/> CEP 1-5; <input type="checkbox"/> In-house Faculty Development Program; <input type="checkbox"/> Recipient of Teaching awards <p>Clinical Simulation:</p> <ul style="list-style-type: none"> <input type="checkbox"/> CEP 1-5; <input type="checkbox"/> In-house Faculty Development Program; <input type="checkbox"/> Training at Accredited Center for Clinical Simulation; <input type="checkbox"/> CHSE and/or CHSOS |
| Attributes/ Abilities | <ul style="list-style-type: none"> <input type="checkbox"/> Knowledgeable in CBME, AL, Principles & Practice of Assessment; <input type="checkbox"/> Familiar with Psychological Safety & Debriefing techniques; <input type="checkbox"/> Good in verbal & written communication; <input type="checkbox"/> Punctual; <input type="checkbox"/> Learner-oriented & Professional; <input type="checkbox"/> Good team player |
| Continuing Professional Development | <p>Participate in:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Semi-annual UPNT- faculty development program <input type="checkbox"/> Annual CECICS workshop on CBME and Clinical Simulation |
| Responsibilities All assessors: | <ul style="list-style-type: none"> – Attend & Complete all mandatory training sessions – Use distributed pre-assessment materials to prepare for assessment – Abide by CECICS rules and regulations – Interact with other assessors, SPs and CECICS staff – Perform assessment of simulation activities of the UPNT students |
| Competence Requirements | <p>Assessor's competence will be assessed from:</p> <ul style="list-style-type: none"> – Learners' feedback – Validation assessment conducted by CECICS: Intra-rater reliability, Inter-rater variation. – Performance on Continuing Professional Development |

d. Evaluation policy:

i. CEP Evaluation:

Each faculty member participated in the CEP must fulfill the following criteria to complete the course and receive the Certificate of Completion:

- Attendance rate > 75%
- Complete all assigned homework and projects;
- Demonstrate proficiency in the Oral Presentation (rated by peers and Course Director). Please refer to the [CEP peer assessment form \(TEACHING APPENDIX 7\)](#);
- Demonstrate proficiency in applying technology in Practicing Evidence-Based Medicine (rated by Course Director);
- Demonstrate proficiency in using technology, and/or simulation equipment;
- Demonstrate proficiency of Adult Learning in teaching students (rated by Students and Peers). Please refer to the [CEP peer assessment form \(TEACHING APPENDIX 7\)](#).

ii. UPNT-Faculty Development Evaluation:

The Office of UPNT-Faculty Development will collaborate with CECICS to conduct an in-house faculty development course in 2018 in parallel with the CEP, for the training of UPNT clinical faculty in using and teaching clinical simulation. Please refer to its policy on [“Evaluation of Course Participants” \(TEACHING APPENDIX 7\)](#).

e. Course registration:

i. CEP:

In September every year, CEP Course Director will send a notice and schedule of a new course to the Rector, the School Boards, and the Office of Faculty Development of UPNT. UPNT will work with chairs of several departments as well as Deans of School of Medicine, School of Nursing, School of Dentistry, and School of Pharmacy in selecting 30 faculty participants for the new CEP.

ii. UPNT In-House Faculty Development Course:

Please refer to the <https://fdu.pnt.edu.vn/>

f. Equipment utilization and maintenance:

The Division of Technology will be responsible for the maintenance, troubleshooting, updating firmware, software, and calibration to ensure the operational status of CECICS educational tools and simulators:

AFTER EACH USE:

- Wipe down all manikins and low fidelity skills trainers to remove all adhesives, moulage and markings;
- Drain all fluids and the flush tubing system. Top off all fluids as needed;
- Assessed all task trainers, manikins and medical equipment for obvious damage, leaks, necessary part replacements, and cleanliness. If not in use or scheduled to be used, once wiped, drained and dried, store in appropriate area;
- Check supply of sheets, replace as needed. Change dirty/wet linen and clothing;
- Set aside course disposables to be inventoried by senior tech. Once inventoried, unused disposables should be returned to storage. Power off simulators, PCs and wall monitors.

WEEKLY:

- Clean and inspect all equipment;
- Wipe down skin/covers. Remove any adhesive, moulage or markings left on skin;
- Calibrate all sensors and monitors (including VR systems);
- Turn on and test all electronic devices, check/replace batteries as needed
Run associated programs that control equipment;
- Drain all fluids and the flush tubing system. Top off all fluids as needed.
Change dirty/wet linen and clothing.

MONTHLY:

- Inspect (and if needed replace) all disposable parts;
- Assess for wear and tear that might need major work or factory service.

ANNUALLY:

- Perform Electrical Safety Tests by certified Bioengineering technician for all AC run equipment/simulators;
- Assess for wear and tear that might need major work or factory service.

5. COURSE PARTICIPANTS

Please refer to the Student Manual in Vietnamese

6. SCHEDULING COURSES & ROOMS

a. Approval process:

i. Scheduled events:

All simulation educational activities will be scheduled 4 months in advance by the Office of Academic Affairs.

ii. Unscheduled events:

Educators need to submit Simulation Course Request Form at least 6 weeks in advance.

b. Scheduling process:

Please refer to the [Priority List \(CORE APPENDIX 2\)](#).

c. Priority of use:

Please refer to the [Priority List \(CORE APPENDIX 2\)](#).

d. Cancellation policy:

All cancellation must be notified at least 2 weeks before the scheduled event.

e. Recording of scheduled events:

Please refer to the [Simulation Course Request Form \(CORE APPENDIX 1\)](#).

f. Scheduling disputes:

Please contact Chief of Division of Administration.

g. Severe weather policy:

CECICS observes UPNT severe weather policy.

7. TOURS

a. Requesting tours:

Please refer to the [Tour Request Form \(CORE APPENDIX 2\)](#).

b. Tour requirements:

Please refer to the [Tour Request Form \(CORE APPENDIX 2\)](#).

c. Tour cancellation:

Must be notified CECICS at least 1 week in advance.

8. EQUIPMENT

a. Loan policy:

Please refer to the [Equipment Loan Request Form \(CORE APPENDIX 2\)](#).

b. Standard center equipment:

Please refer to the [Tour Request Form \(CORE APPENDIX 2\)](#).

c. Acquisition policy & process:

CECICS must observe and follow all rules and regulations related to purchasing set by Ministry of Finance, and UPNT.

d. Maintenance & Care of equipment:

Please refer to **Section 4.f**.

e. Breakage and repair policy (internal and external):

CECICS will follow manufacturers' recommendations for maintenance and repair of simulation equipment.

9. SUPPLIES

a. Acquisition:

CECICS must observe and follow all rules and regulations related to purchasing set by Ministry of Finance, and UPNT.

b. Inventory:

CECICS uses a barcode database to maintain the inventory of all simulation equipment.

c. Usage & Re-usage:

CECICS will establish a list of supplies that can be re-used such as fabric gown, IV perfusion tubing, simulated medications, etc.

10. SCENARIOS

a. Scenario development:

Please refer to the [Scenario development process for clinical simulation checklist \(CORE APPENDIX 2\)](#).

b. Scenario structure:

Same as above.

c. Authorship:

Authorship is the educator(s) and or simulation expert(s) who design the case scenario.

d. Audiovisual storage:

Please refer to the [Video Recording Consent Form \(CORE APPENDIX 2\)](#).

e. Utilization of scenario:

As permitted by the author(s).

f. Clinical quality assurance:

Authors must ensure the quality of the content that is up-to-date, evidence-based and conforms to the guidelines.

g. Debriefing:

Educators and simulation experts are encouraged to participate in formal training of Debriefing (CEP and/or UPNT in-house faculty development), and use the DASH model.

11. OPERATIONS

a. Utilization of Simulation center staff:

In each scheduled educational activity, one or more CECICS staff/faculty member will be assigned to assist the learners and Instructors. Unless approved by a related Division Chief, CECICS staff cannot be diverted to support a different activity.

b. Start-up and shut down process

Learners and Instructors can access CECICS during business hours (Monday-Friday).

Hours of Operation:

| | | |
|--------------------------|-----------------|---|
| Monday – Thursday | (07:30 – 17:30) | Scheduled educational activities |
| Friday | (07:30 – 11:30) | |
| Wednesday | (13:30 – 17:30) | Staff meeting & development |
| Friday | (13:30 – 17:30) | Equipment maintenance, preparation for next week activities |

CECICS faculty and Staff are available to assist learners & Instructors to access CECICS, and operate the equipment, if needed.

For the operation of High-Fidelity simulator, only trained and certified Instructors are allowed to operate.

A laminated copy of the User Guide for each instrument is attached to the equipment as well as a NOTICE about DO and DON'T such as not writing on simulator skin or perform CPR on Harvey Simulator.

c. Security of information:

All video recording of educational activities will be stored with the CAE Learning Space, backed up and stored in CECICS Server Room and offsite.

d. Simulator maintenance:

The Division of Technology will be responsible for the maintenance, troubleshooting, updating firmware, software, and calibration to ensure the operational status of CECICS educational tools and simulators. *(please refer to **SECTION 4.f.**)*

e. Course supplies:

CECICS will provide supplies for all scheduled events by Office of Academic Affairs. Course Director must provide supplies for all unscheduled events.

f. Course preparation:

Must be arranged at least 4 weeks in advance.

g. After-hours access:

CECICS staff must be present in all approved after hour access.

12. VIDEO RECORDING AND PHOTO RELEASE

a. Confidentiality:

All educational activities conducted at CECICS can involve the interview of the Standardized Patients, administration of simulated medical interventions, procedures, medications, therapies, and monitoring. During participation in training sessions, students observe and/or interact with peers.

To provide good learning experience with high level of realism in a safe learning and constructive environment for all learners, strict confidentiality of what happened throughout the exercise must be maintained.

In the truest sense of safe learning environment for both learners and “Patients”, all learners can feel free to transform knowledge to “action”, express their feeling, and NOT afraid to make errors. Instructors MUST discuss confidentiality and note that the session is a safe learning environment at the start of all sessions. Individual expressions, feeling about the exercise and instructor’s feedback provided publicly to each learner during the debriefing are also strictly confidential.

In keeping with this policy, all instructors and students undergoing training at CECICS are required to complete and sign the [“CECICS Confidentiality Video and Photo Consent” \(CORE APPENDIX 2\)](#). A signed copy of the consent must be on file before an instructor or student can participate in simulation-based scenario training.

If simulation exercises are conducted to assess learners’ competence and/or performance, learners will be required to demonstrate their expected competency as listed in the course objectives. The results of learners’ performance may not be confidential, and will be shared with Instructors or parties that can judge the results to decide the assessment outcomes.

b. Consent:

To maintain compliance with the policy on Confidentiality, all instructors and students undergoing training at CECICS are required to complete and sign the [“CECICS Confidentiality Video and Photo Consent” \(CORE APPENDIX 2\)](#). A signed copy of the consent must be on file before an instructor or student can participate in simulation-based scenario training.

c. Video recording policy:

For quality improvement, all educational activities conducted at CECICS will be video recorded. All learners and Instructors are informed about this policy during the Orientation Session.

d. Video distribution policy:

CECICS purchased and installed the “CAE Learning Space- Enterprise Version” in 2020, and is completed by stages. The learners and instructors can view the video recording of their OSCE encounter and/ or simulation exercises. To maintain confidentiality, learner can only access his/her video recording; and Instructors can only access video recording of their courses.

e. Video destruction

The medical students will graduate at the end of year 6. CECICS will store the recorded video for 7 years; and will destroyed the learners’ video 1 year after their graduation. This policy is described in the Video-Photo Consent.

13. FISCAL

a. Fee Structure for use (internal and external use):

CECICS worked with the Operation Committee and the Advisory Committee to set a pricing structure for the internal (students, residents, fellows, faculty), and external users of the

center; and the School Board reviewed and approved it. According to Meeting minute on April 6th, 2021 (CORE APPENDIX 2), the tuition fees at CECICS of Vietnam Germany Medical School is 800 USD/1 student/1 year). For external users, fee will be charged according specific situation.

b. Required fiscal year end documentation

Chief of 3 CECICS Divisions (Administration, Education, and Technology) will prepare and present a list of year end documentation to the Operation Committee. This list will include the following information:

- Purchase of major equipment (value/ item > \$10,000.00 USD)
- Purchase of any equipment (value/item between \$1000-10,000.00 USD)
- Income generated by CECICS for providing services to:
 - Internal users
 - External users
 - Contracts

c. Purchase and acquisition procedure:

CECICS follows all policy-procedures and guidelines set by UPNT in purchasing equipment. In addition, CECICS frequently consults with TTUHSC EP for their technical advice regarding purchasing of any major equipment.

d. Reimbursement process:

As an integral component of UPNT, all CECICS acquisitions will be paid by the UPNT Department of Finance.

e. Purchasing approval process:

CECICS observes and follows all rules and regulations related to purchasing set by UPNT and Ministry of Finance.

In general, the request for purchasing a major piece of equipment will need approval of the Operation and Advisory Committee before it is reviewed and approved by CECICS Director. The CECICS Director will forward the Purchasing Request to the Evaluation Committee (including Chief of Project Facilities and Equipment Office, Office of Finance, Office of Human Resource, Administrative Office) for review. The Evaluation Committee will review the proposed budgets of all UPNT Units and Departments, and assist Director of CECICS to revise

the proposed budget. The UPNT School Board of Manager will review, revise and approve the CECICS proposed budget based on the priority of mission-critical elements, justification, and status of the finance resources.

14. COURSES

a. Course approval process:

Please refer to the [Simulation Course Request Form \(CORE APPENDIX 1\)](#).

b. Funding and course financials:

CECICS will require information of funding for the course to be conducted at CECICS. CECICS will post a fee schedule on its website.

c. Mandatory elements of a course:

Educator must provide in details information of the following 6 course components. Please refer to the [Simulation Course Request Form \(CORE APPENDIX 1\)](#).

- i. Course Description:
- ii. Course Objectives (Learning Objectives):
- iii. Target Audience:
- iv. Pre-course Material (Prerequisites):
- v. Day of course content:
- vi. Post course content:

d. CME / CE Policy / Process:

CECICS will develop a Policy and Process for CME/CE to be used in the Operation Phase (Jan 2020 - Dec 2021).

15. REMEDIATION

During the Development Phase (Jan 2018 - Dec 2019), CECICS will not be used for Remediation. However, we will develop policy of Remediation for the Operation Phase (Jan 2020 - Dec 2021).

16. CUSTOMER RELATIONS

a. Dispute resolution:

CECICS Director and Associate Director will require written complaints from instructor and/or students be submitted to the appropriate service within 2 weeks from the time of the incident:

- i. Complaint about the CECICS Director: UPNT School Board of Managers.
- ii. Complaint about CECICS Associate Director, CECICS staff and SPs:
CECICS Director.
- iii. Complaint about UPNT Instructors: CECICS Director or Associate Director.
- iv. Complaint about UPNT students: CECICS Director or Associate Director.
- v. Complaint about SPs: Chief of Education Division.

17. TRAVEL AND MEETING ATTENDANCE

a. Meetings:

CECICS Director prepares the annual budget proposal with input of the Operation Committee regarding all areas related to the operation of the Center including the staff development in which faculty and staff will have opportunities to attend regional, national or international scientific meetings, conferences or additional training according to the following criteria & priority:

- Mission-critical services
- Accepted Presentation
- Accepted Abstracts
- Networking

b. Reimbursement policy:

CECICS follows all guidelines for reimbursements of UPNT

c. Covered expenses:

According to UPNT policy of business-related expenses, receipts of airfare, meals, hotel, and taxi or rental car must be submitted for reimbursement.

18. RESEARCH:

{Will be conducted during and after the next Phase}.

19. SAFETY AND SECURITY

a. Emergencies

i. Medical:

For Medical Emergency, please contact directly CECICS Director's phone: 0903661133 or UPNT Polyclinic's phone: 02838620120 (business hours) and Medical Emergency Services, number 115 (out of working hours).

ii. Non-Medical:

For Non-Medical Emergency, please follow the Contact Tree in Section 3.a.

iii. AED locations:

We are currently purchasing AED to install in CECICS and other places of UPNT; and will update the information on locations of AED.

b. Identification badges:

All undergraduate and graduate students, faculty, staff, SPs, and guest must wear UPNT-issued badges before entering CECICS.

Proximity Access badges will be used to enter CECICS; and will be issued to CECICS employees

20. BIO HAZARDOUS MATERIAL

a. Authorization for Use

CECICS follows all rules & regulations, policies & procedures of UPNT in handling bio-hazardous materials.

At CECICS we prohibit the use or store of bio hazardous materials such as blood or blood products, human body fluids, microbiological wastes, pathology/tissue waste, microbiological waste, and/or contaminated sharp objects.

b. Preparation

We adopt the [OSHA Guidelines 3114 of the Occupational Safety & Health Administration \(OSHA\) \(CORE APPENDIX 2\)](#) on the preparation of the site and personnel in case of an emergency related to bio hazardous materials.

c. Removal

We follow OSHA 3114 and related topics.

d. Cleaning

We follow OSHA 3114 and related topics.