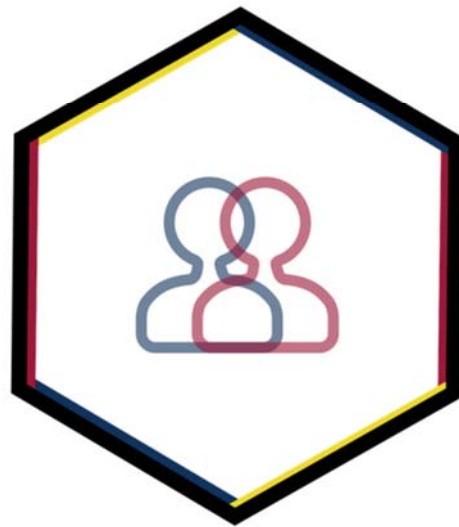
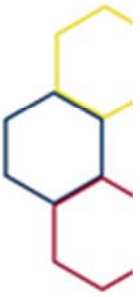


# New Client Information Package



**Queen's**  
UNIVERSITY

STANDARDIZED PATIENT  
AND OSCE PROGRAM

**2018-2019**

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# **Welcome to the Queen's University Standardized Patient (SP) & Objective Standardized Clinical Examination (OSCE) Program**

On behalf of Queen's University, we would like to take this time to introduce you to the Standardized Patient/Participant Program.

Our mission is to help prepare future professionals to meet challenges of an increasingly diverse society.

Since 1992 we have had the privilege of providing standardized patients (SP) for educational encounters within the Faculty of Health Sciences but the benefits of simulation go far beyond medicine.

Research has validated the use of standardized patients outside the medical field and the program has evolved and expanded to offer our services to the wider University and Kingston community.

As a client of the program, you will have the opportunity to enhance your students' and employees' learning in a safe, yet realistic environment.

We look forward to working in partnership with you.

Open the door to new educational opportunities!

~ Standardized Patient Program Team

## **Contact Information**

### **Kate Slagle – Standardized Patient & OSCE Program Manager**

Email: [queenssp@queensu.ca](mailto:queenssp@queensu.ca)

Phone: 613-533-6000 ext. 75673

### **Becca Snowdon – Community Outreach Coordinator**

Email: [Rebecca.snowdon@queensu.ca](mailto:Rebecca.snowdon@queensu.ca)

Phone: 613-533-6000 ext. 77620

## Clinical Teaching Centre Information

### Centres:

- School of Medicine Clinical Teaching Centre
- GSK Clinical Education Centre Louise D. Acton Building

### Hours of Operation:

Monday to Friday – 8:00am-4:00pm

Saturday and Sunday – Closed

### Parking:

Parking is always at a premium on campus and can be difficult to find therefore it is best to allow plenty of time before your shift to accommodate this.



### PRIMARY SITE & LOCATION OF SP OFFICE

School of Medicine Clinical Teaching Centre  
15 Arch Street Room 117  
Queen's University  
Kingston, ON K7L 3N6  
Tel: 613-533-75673

### SECONDARY SITE

GSK Clinical Education Centre  
Louise D. Acton Building  
31 George Street  
Queen's University  
Kingston, ON K7L 3N6  
Tel: 613-533-2380

## What is a standardized patient?

A standardized patient (SP) is an actor who is trained to convincingly portray the physical, historical and emotional features of a specific problem or scenario. This is done in a way that is valid, consistent, reproducible and measurable. In standardization, the aim is not to be the best, but to be the same in every session.

## Standardized patient vs. standardized participant?

A standardized patient and participant are ultimately the same thing however a standardized participant would be used in non-medical encounters.

## Why use SP's?

SP's are used in training or assessment environments to:

- Improve interviewing and communication skills.
- Practice physical exam techniques and procedures.
- Aide in the creation of educational and promotional videos.

SP Simulations are:

- **Realistic** - Difficult to detect that they are not the people they are portraying
- **Available** - Flexible schedules allow them to be utilized at any time
- **Reliable** - They are consistent with each repetition and standardized with other SPs playing the role
- **Controllable** - Situation can be controlled based on the setting, level of difficulty and amount of information given to the learner
- **Adaptable** - Meets the specific needs of the trainee as directed by the trainer
- **Risk Free** - Learners practice skills and learn techniques in a safe environment

## **The role of an SP:**

- Provide students and professionals with the opportunity to:
  - Practice their skills before interacting with real people in real situations.
  - Promote continued learning and training.
- Offer constructive feedback so that students and professionals can gain insight into their strengths as well as areas requiring improvement.
- Help contribute to a fuller understanding of how to respond and react in a real environment.

## **Areas in which SPs can be utilized:**

- Interviewing skills and techniques
- Conflict resolution training
- Facilitating difficult conversations: Breaking bad news, end of life care, etc.
- Continuing education/training support
- Role play
- Mystery shopper experience
- Lecture hall learning
- Educational and/or promotional videos
- Research participants
- General physical exams and clinical techniques
- Complex and/or invasive physical exams and clinical techniques
- The opportunities are endless.

## Next steps:

1. Contact our office to set-up a free consultation and receive a quote.
2. We will work in partnership to create a session(s) that will meet your needs.
3. Based upon your requirements we will:
  - Develop scenarios
  - Train the SPs
  - Facilitate the session(s)

If you would like more information about the program please contact us with your queries.

*“An important advantage of involving simulated patients in communication skills training lies in their ability to provide immediate feedback of their own unique experience to learners and give insights from the lay perspective”*

- S.Kurtz, J.Silverman, J.Draper. “Teaching and Learning communication skills in Medicine” 1998