



**UT Health Science Center:
SIM119 Makeup and Delayed Events**

No./Title: SIM 119 – Makeup and Delayed Events		Resp. Office: CHIPS Approval Body: CASA	Effective Date: 06/07/2022
Category: Simulation		Last Review: 06/09/2022	Next Review: 06/07/2025
Contact: Executive Director, CHIPS		 901.448.4530	 simulate@uthsc.edu
Related Policies:	SIM 112- SP Breaks SIM 106- Sim Remediation and Practice Policy		

DEFINITIONS

- 1) **Lead Simulation Faculty/Facilitator:** The Simulation Faculty/Facilitator that carries primary responsibility for the activity, serves as the main point of contact, and is responsible for recruiting other Simulation Faculty/Facilitators and content experts as needed
- 2) **Learner:** Student, resident, or clinician engaged in a simulation-based educational or assessment activity
- 3) **Catastrophic delay:** a delay in the original schedule of more than 60 minutes where the problem requires high-level troubleshooting from an outside source.
- 4) **Minimal delay:** a delay in the original schedule of less than 20 minutes with a problem that can easily be fixed
- 5) **Significant delay:** a delay in the original schedule between 20-60 minutes with a problem that requires high-level troubleshooting to correct.
- 6) **Simulation activities:** include simulated clinical scenarios, simulated task training, standardized patient scenarios, debriefings and/or discussions and may be electronic, written, verbal, observed or overheard.
- 7) **Simulation Program Support Staff:** anyone employed or volunteering for the Simulation Program; includes student workers.
- 8) **Makeup Event:** when students, residents, or other learners have an excused absence (as determined by Lead Simulation Faculty/Facilitator) for a required event OR when a scheduled event goes over its allotted time and not all learners are able to complete the event.

POLICY

- 1) In the event that a major issue effects simulation activities, learners will be notified of scheduling delays, changes, or cancellations by Simulation Program Support Staff.
- 2) Makeup events, whether caused by excused learner absence or major delays, will be scheduled with Lead Faculty/Facilitator and CHIPS staff when resources are available.

PROCEDURE

- 1) Simulation Program Support Staff will take the following actions for simulation activity that runs behind schedule:

- a. Any event delayed by less than 20 minutes is recognized as a minimal delay and does not require immediate action.
 - b. Any event delayed by 20-60 minutes is recognized as a significant delay and learners will be contacted.
 - c. Any event delayed by more than 60 minutes is a catastrophic delay and requires immediate conversation with the Executive Director or Operation Lead to discuss potential options.
- 2) Simulation Program Support Staff will work diligently to troubleshoot any issues within their purview to allow the simulation activity to resume.
 - 3) Simulation Program Support Staff will regularly communicate with the Lead Faculty/Facilitator and Operations Lead during the delay to keep them abreast of the situation.
 - 4) In the event that the issue causing the delay is corrected, the Simulation Support Staff will work with the Lead Faculty/Facilitator to amend the schedule for that simulation activity.
 - 5) Scheduled breaks may be adjusted due to major delays in scheduling; however, they must not be removed completely. The SP Breaks Policy provides details on the minimum break times allowed.
 - 6) Delayed events cannot be extended from their originally booked time without the approval of the Simulation Logistician or Operations Lead.
 - 7) Delayed events will not force adjustments in subsequent confirmed events scheduled that day.
 - 8) In the case that an event reaches a catastrophic delay, the Executive Director or Operations Lead reserve the right to cancel the event if there is no way to recover.
 - 9) In the event of a cancellation or if a delayed event is cut short due to a subsequent scheduled event, the Operations Lead and Simulation Logistician will work with the Lead Faculty/Facilitator to secure a makeup date that works for both parties.
 - 10) If a makeup date is required, and a remediation date has been previously scheduled, CHIPS staff will use the tentative remediation date as the makeup and confirm the date at that time.
 - 11) If there is no tentative remediation date scheduled, CHIPS staff will work with the Lead Faculty/Facilitator to identify a date and time for makeup of the event.
 - 12) All makeup events will occur with the same logistics and case materials as the originally scheduled event.
 - 13) In the event that CHIPS is unable to meet the makeup needs of the requesting program, it is the responsibility of the Lead Faculty/Facilitator to determine alternative educational activities/offering.

APPROVAL HISTORY

Effective: March 1, 2022

Revised: June 7, 2022, Committee on Academic and Student Affairs (CASA)

Approved: June 7, 2022, CASA

Approved: June 16, 2022, Chief Academic Officer