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/offerings.

**APPROVAL HISTORY**

Effective: March 1, 2022
Revised: June 7, 2022, Committee on Academic and Student Affairs (CASA)