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In order to retain necessary flexibility in the administration of institution-wide policies and procedures, WISER reserves the right to change, revise, or eliminate any of the policies or procedures described in this Manual. Revisions to the policies or procedures contained in this Manual will only become effective when approved and authorized for implementation by the Directors of WISER. When such changes are made the WISER staff and Instructors will be informed via appropriate and comprehensive means.
INTRODUCTION

SUBJECT: Governance Policy

POLICY

- A governance committee has been created that meets on a reoccurring basis.
- During this meeting, committee members discuss current projects as well as future opportunities.
- This meeting is attended by the Chair of the Anesthesiology Department who serves as a medium for both the University of Pittsburgh as well as the UPMC Health System.
- Also in attendance of these meetings is the Director of WISER as well as the Directors of Administration, Operations, and Information Technology. Associate Directors are invited to these meetings as needed.

SIGNED: Dr. Paul Phrampus
REVIEWED/REVISED: 6/30/2012
APPROVALS: WISER Leadership Committee
INTRODUCTION

SUBJECT: Hours of Operations

POLICY

- WISER operates from 8:00 am – 4:30 pm Monday through Friday. Weekend and after hours must be approved by WISER administration before a course can be scheduled.
- Hours other than 8:00 am – 4:30 pm Monday through Friday are considered to be off hours.
- Courses during off hours of operation need to be confirmed by the Coordinator of Simulation Services within 2 business days before the start of the course.
- The Course Scheduler and Simulation Specialist will review the pending weekend requests to ensure that the rooms are available at WISER and a Simulation Specialist is able to support the class or tour.

SIGNED: Dr. Paul Phrampus
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
INTRODUCTION

SUBJECT: Organizational Chart

POLICY

- WISER is an academic institute that sits within the University of Pittsburgh, School of Medicine, and Department of Anesthesiology. The Director of WISER reports to leadership of the University and the Health System.
- An executive steering committee was formed by representatives from both the university and medical center. This committee represents the leadership of those institutions and makes recommendations on WISER’s strategic vision.
- There are four main areas of WISER infrastructure. They are Operations, Administration, Information Technology, and the Associate Director Programs. All four programs report directly to the Director of WISER. The Operations, Information Technology, and Administration Directors may have additional staff that report directly to them.

SIGNED: Dr. Paul Phrampus
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
INTRODUCTION

SUBJECT: Policy and Procedure Agreement

POLICY
- All Course Directors, Course Instructors, and WISER staff must review the Policy and Procedure Manual and electronically sign off that they have done so.

SIGNED: Dr. Paul Phrampus
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee

Information, policies, and/or procedures in this Manual are WISER operational policies unless superseded by the University of Pittsburgh or UPMC Institutional Policies.
INTRODUCTION

SUBJECT: Contact Information

POLICY
- Phone number: 412-648-6073
- Fax number: 412-648-6050
- Email: wiserhelp@upmc.edu. All emails will be responded to within 24 business hours.
- Website: www.wiser.pitt.edu

SIGNED: Daniel Battista, Director of Administration
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
INTRODUCTION

SUBJECT: WISER Terminology

POLICY

- MET Room – (Medical Education Theatre) – room where hands-on portions of courses are performed
- MPL – (Medical Procedures Lab) – room where most partial trainers are used
- Course – collection of didactic material, scenarios, assessments, and procedures for the education of participants
- Class – a specific instance of a course run at WISER
- Instructor – individual who teaches a class at WISER
- Course Director – individual who is responsible for the management and running of a course
- Participant – student in a course
- SIMS – (Simulation Information Management System) – course scheduling and learning management system that WISER uses to deliver curriculum
- SimMan – healthcare simulation manikin from Laerdal Inc. that is used throughout the WISER center

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
INTRODUCTION

SUBJECT: Dress Code

POLICY

- Instructors are expected to present a professional image at all times.
- Participants are expected to wear attire that is required for their respective division within the University of Pittsburgh or the University of Pittsburgh Medical Center.

SIGNED: Dr. Paul Phrampus
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
INTRODUCTION

SUBJECT: Latex Allergies

POLICY
- WISER is not a latex-free facility. If an instructor or participant has a latex allergy, it is suggested to use the same protective measures that are used in the hospital.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
TRAINING

SUBJECT: Instructor Training

POLICY

- All Course Instructors must complete all elements of training prior to teaching a course.
- All Instructors must create an account on the WISER website.
- Course Directors will supply training to Instructors on course content and scenarios.
- Instructors must observe/participate in the course they will be teaching.
- Instructors must be supervised by the Course Director or another Instructor while teaching their first course.
- WISER will supply training to Instructors on the use of the equipment and the logistics of the facility.
- Approval to teach independently is granted by the Course Director.
- WISER reserves the right to remove or suspend an Instructor from teaching at WISER.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
TRAINING

SUBJECT: Simulation Equipment

POLICY

- WISER Directors, Instructors, and participants have access to a wide variety of technical expertise.
- Operational and IT support personnel are available to address immediate technology issues.
- Course development is aided by both a Curriculum Manager and Multimedia Specialist to assist in content development from slide presentations to fully produced videos.
- Directors of IT and Operations can provide guidance in the best application of technology for both the development of WISER courses and the underlying infrastructure that supports WISER’s efforts.
- If a Course Director requests a certain piece of equipment or technology that WISER does not currently own, then the Course Director will meet with the appropriate Associate Director as well as the WISER Director to discuss if the purchase of this technology would be viable in the upcoming fiscal year.
- If WISER staff determines that negligence or abuse to the equipment has occurred, the responsible department will be charged for the repair or replacement of the equipment.

SIGNED: Tom Dongilli, Director of Operations

REVIEWED/REVISED: 6/30/12

APPROVALS: WISER Leadership Committee

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TRAINING

SUBJECT: SIMS

POLICY

- WISER utilizes the self-developed Simulation Information Management System (SIMS) to run its day-to-day operations. SIMS is completely web-based and consists of 3 major components:
  1. Learning Management System – includes curriculum, quizzes, surveys, and evaluations (QSE)
  2. Facility Management System – schedules classes, assigns users to classes, tracks resource utilization, and sends automated email reminders
  3. Reporting and Administrative System – allows users to generate pre-configured reports or complex data extraction, suitable for generation of statistical datasets

- All users at WISER, including participants, instructors, operations, administrative, and IT staff are required to have a SIMS account. All activities at WISER, including meetings and tours, are scheduled and tracked in SIMS.
- SIMS allows users to smoothly move through the entire lifespan of a class at WISER.
  - Course Directors work with WISER administrative staff to schedule classes
  - Instructors assign participants to classes, which allows participants to complete pre-class material
  - Simulation Specialists plan and setup rooms at WISER
  - Instructors track completion, manage classes, and collect data
  - Directors, Instructors, and WISER administrative personnel generate post-class reports for quality improvement (QI) and program management

- The hardware for the system is located in a secured UPMC server facility and managed by UPMC Information Services Division. The web server and database server are housed on separate physical hardware to allow for optimization and load distribution. The maintenance, upgrades, and support policies and procedures for WISER’s SIMS servers are the same that are used for the Health System’s major IT infrastructure.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
TRAINING

SUBJECT: Orienting Participants to Environment

POLICY

- Participants are provided with several methods of orientation to the environment.
- The WISER website has a facility blueprint with photos of each room.
- Participants can choose to hover over each room to view a picture or click on the red arrows for a 360° view of the room.
- Operational and IT support personnel are available to address immediate technology issues.
- As part of the curriculum development process, WISER encourages Course Directors to develop comprehensive orientation exercises to familiarize participants with the capabilities and limitations of the simulators, equipment, and technology.
- Participants are also given instructions regarding assessments. After logging into the WISER website, participants are directly taken to “My Portfolio,” a page that displays all current class activity, upcoming classes, and requirements for each class.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
CONFIDENTIALITY/CONSENT

SUBJECT: Confidentiality Statements

POLICY
- All participants at WISER are required to sign a confidentiality document stating that they will not discuss the performance of individuals or details of the training scenarios outside of the facility.
- WISER has an electronic form that all participants and Instructors must acknowledge that they will maintain strict confidentiality for all information regarding the performance of individuals and the details of training scenarios.
- Failure to acknowledge the confidentiality policy will result in the individual not being permitted to attend training sessions at WISER.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
CONFIDENTIALITY/CONSENT

SUBJECT: Consent Statements

POLICY
- In order to be photographed or videotaped for a simulation, participants must fill out the WISER consent to be videotaped/photographed form.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee

Information, policies, and/or procedures in this Manual are WISER operational policies unless superseded by the University of Pittsburgh or UPMC Institutional Policies.
CONFIDENTIALITY/CONSENT

SUBJECT: Failure to Comply

POLICY

- All participants and guests must complete a confidentiality form prior to entering or viewing any training at WISER. It is the discretion of WISER to dismiss anyone that is not compliant with this policy.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
CONFIDENTIALITY/CONSENT

SUBJECT: Data Extracted From SIMS

POLICY

- Survey and evaluation data collected from participants in SIMS is stored in a secure Oracle Database.
- Only the Directors of WISER, Director of IT, the web developers, and the Database Administrator(s) at UPMC Information Services Division (ISD) have direct access to the database.
- All other interaction with the database is done through SIMS.
- All survey and evaluation data is reported in a de-identified manner.
- Data is presented in an aggregate manner, or individual data is displayed with a randomized ID representing the participant.
- Course Directors and their designees only have access to quiz, survey, and evaluation data for their own courses.
- Course Instructors only have access to quiz, survey, and evaluation reports from classes that they taught.
- Quiz reports are not de-identified as they are used for assessment of the participant.
- Access to file server based material is restricted via UPMC Active Directory network share groups, which are maintained by WISER IT staff. Directors and Instructors have access to WISER network shares on an as needed basis.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee

Information, policies, and/or procedures in this Manual are WISER operational policies unless superseded by the University of Pittsburgh or UPMC Institutional Policies.
CREATING A COURSE

SUBJECT: Course Creation Form

POLICY

- Any person interested in creating a course at WISER must first complete a Course Creation Form that describes the course and presents a rough outline of expected resources and requirements. This form can be found at w:\curriculum\_Course Development\newCourses\WISER Course Creation Form.docx.
- If questions arise while completing the form, the prospective course director can contact WISERs Production Manager of Curriculum Development.
- Once completed, the Course Creation Form should be sent to the Production Manager of Curriculum Development.
- The Production Manager of Curriculum Development and WISER leadership will use this form to determine if the course development process should move forward.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
CREATING A COURSE

SUBJECT: Course Development

POLICY

- Once the Director of WISER approves a course, the Production Manager of Curriculum Development meets with the Course Director (subject matter expert) to discuss the WISER course development process and determine course objectives.
- This WISER course development process is explained along with WISER staff member roles pertaining to curriculum development, Course Director expectations, timelines, and specific information about the course that is to be developed. WISER’s assessment capabilities are also discussed.
- The course objectives are aligned with the WISER mission statement regarding training and system improvement.
- Using the course objectives, the best assessment modalities are developed.
- The Production Manager of Curriculum Development then formulates a timeline for the course to be developed and works closely with the Course Director to meet the completion deadline.
- The Production Manager of Curriculum Development provides resources for all course components: online participant material, instructor material, assessments, simulation, and debriefing.
- These components contain course objectives, assessments, curriculum content, photos, videos, scenario design, and debriefing points.
- If standardized patients are utilized in the course, the Course Director and WISER staff will coordinate with the University of Pittsburgh School of Medicine's standardized patient administrative team.
- The Production Manager of Curriculum Development schedules test runs of the course, coordinates Simulation Specialists to help with scenario programming and simulator selection, and performs quality assurance measures once the course is in production.
- The Production Manager of Curriculum Development works closely with the WISER Associate Directors who oversee courses in their areas of medicine.
- As the Associate Directors review courses within their domain, they work with the Course Directors and the Production Manager of Curriculum Development to update existing content and scenarios.
- The Production Manager of Curriculum Development creates the course in WISER’s Simulation Information Management System (SIMS), the online portal for curriculum, scheduling, and data storage, and also ensures that once a course is created, the appropriate personnel are given specific levels of access.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee

Information, policies, and/or procedures in this Manual are WISER operational policies unless superseded by the University of Pittsburgh or UPMC Institutional Policies.
CREATING A COURSE

SUBJECT: Determination of Appropriateness of Simulation for Course

POLICY

- There is a meeting of the proposing Course Director and the Production Manager of Curriculum Development to determine if simulation is appropriate for the specific modalities.
- Once the Director of WISER approves a course, the Course Director meets with WISER staff to discuss technological capabilities, scenario ideas, equipment, and room setup.
- Based on the course objectives, WISER staff in conjunction with the Course Director determines the best technology and methodology that align with the course objectives and meet scenario requirements.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
CREATING A COURSE

SUBJECT: Course Content Experts

POLICY

- Courses created at WISER are guided by a designated content expert (Course Director) who is a Subject Matter Expert from the clinical domain.
- It is the responsibility of the Course Director to identify Instructors for his/her courses. WISER staff, as part of the curriculum development process, assists the Course Director in the training of course Instructors.
- Health System or hospital courses are designated at the request of a hospital, department, or staff member with a particular area of interest.
- It is the responsibility of the Course Director, hospital, or department to identify Instructors for courses they have created.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
CREATING A COURSE

SUBJECT: Simulation Experts

POLICY

- WISER Directors, Instructors, and participants have access to a wide variety of technical expertise.
- There are operational and IT support personnel available to address immediate technology issues.
- Each of the Simulation Specialists has significant technology and trouble shooting skills.
- Course development is aided by both a Curriculum Manager and Multimedia Specialist to assist in content development from slide presentations to fully produced videos.
- Finally, the Directors of IT and Operations can provide guidance in the best application of technology for both the development of WISER courses and the underlying infrastructure that supports WISER’s efforts.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
CREATING A COURSE

SUBJECT: Selection of Course Director

POLICY

- It is the responsibility of the requesting entity to identify a Course Director for creation and management of a simulation based program.
- WISER does not select Course Directors.
- Course Directors should represent the requesting entity/department or possess content knowledge to author course materials for participants as well as Instructors assisting with teaching.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
CREATING A COURSE

SUBJECT: Course Director Orientation

POLICY

- Once a Director has been identified by the requesting entity, the Director should complete the following orientation process:
  - Tour WISER
  - Observe various simulation-based courses
  - Meet with curriculum development team
  - Meet with the operations team
- Course Directors are also encouraged to attend the WISER iSIM course prior to creation of their first program.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
CREATING A COURSE

SUBJECT: Course Director Evaluation

POLICY

- WISER routinely conducts evaluations of Course Directors.
- These evaluations include annual review of course material by WISER curriculum developers and routine review of course evaluations and data.
- Course material will be reviewed for typographical errors as well as outdate media and policies.
- Evaluations and course data are reviewed for discrepancies, conflicts and performance data.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
CREATING A COURSE

SUBJECT: Educator Orientation, Training and Evaluation

POLICY

- All new Instructors wanting to teach a course at WISER must complete the following process prior to teaching their first class. In general, the process is as follows:
  - Meet with Course Director and Review Course Material
  - Participate in one full existing class as a participant
  - Attend a dedicated Instructor training program for the course (if applicable)
  - Meet with WISER staff to review WISER technology as it relates to the class
  - Assist with the teaching of one class under the supervision of a Course Director

- All of these steps should be completed prior to the Instructor having privileges to teach independently.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
CREATING A COURSE

SUBJECT: Matching Qualifications of Assessor to the Assessment

POLICY

- Every course that is developed must follow WISER’s curriculum development process.
- The Director of WISER must approve both the Course Director and the corresponding course.
- The Director of WISER takes into consideration the credentials, competency, and skills of the potential Course Director.
- The Course Director must be able to work with WISER staff to efficiently develop an academically sound course that fulfills WISER’s mission.
- Once the Course Director and course have been approved, the Course Director meets with the Production Manager for Curriculum Development to begin course creation.
- Once a course has been developed by the Course Director and the Production Manager for Curriculum Development, it is the responsibility of the Course Director to identify and train Instructors for their course.
- WISER staff will train Course Directors and Instructors on the proper use of the technology for curriculum delivery and assessment.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
CREATING A COURSE

SUBJECT: Course Cost Sheet

POLICY

- A course cost sheet may be created for new courses that are to be run at WISER.
- The course cost sheet will include costs associated with the course to determine the exact cost for running a course at WISER

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
CREATING A COURSE

SUBJECT: Approval Process

POLICY

- The Production Manager of Curriculum Development, Directors, and Associate Directors oversee the creation and modification of all courses at WISER.
- The Production Manager of Curriculum Development meets with the Course Director (subject matter expert) to discuss the WISER course development process.
- This process is explained along with WISER staff member roles pertaining to curriculum development, Course Director expectations, timelines, and specific information about the course to be developed.
- The Production Manager of Curriculum Development then formulates a timeline for the course to be developed and works closely with the Course Director to meet the completion deadline.
- The Production Manager of Curriculum Development provides resources for all course components: online participant material, instructor material, assessments, simulation, and debriefing.
- These components contain course objectives, assessments, curriculum content, photos, videos, scenario design, and debriefing points.
- The Production Manager of Curriculum Development works with the Course Director from the very thought of the course to the implementation of the course with participants.
- The Production Manager of Curriculum Development schedules test runs of the course, coordinates Simulation Specialists to help with scenario programming and simulator selection, and performs quality assurance measures once the course is in production.
- The Production Manager of Curriculum Development works closely with the WISER Associate Directors who oversee courses in their areas of medicine.
- As the Associate Directors review courses within their domain, they work with the Course Directors and the Production Manager of Curriculum Development to update existing content and scenarios.
- The Production Manager of Curriculum Development creates the course in WISER’s Simulation Information Management System (SIMS), the online portal for curriculum, scheduling, and data storage and grants appropriate personnel specific levels of access.
- Course Directors must be able to submit requests in order for classes be scheduled, add participants and Instructors to classes, view course content, and access assessment data.
- WISER operations staff requires a certain level of access to the courses to assist with class census information and quiz, survey, and evaluation activation/deactivation. However, they should not be evaluated if a course has an Instructor evaluation.
- The Production Manager of Curriculum Development grants this specific level of access.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee

Information, policies, and/or procedures in this Manual are WISER operational policies unless superseded by the University of Pittsburgh or UPMC Institutional Policies.
CREATING A COURSE

SUBJECT: Utilizing Existing Curriculum

POLICY
- All curricula that is created is the intellectual property of the department or the Course Director. Use of curriculum can only be granted by the Course Director or designee.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
CREATING A COURSE

SUBJECT: Research and Data Collection

POLICY

- Research is one of WISER's core missions, and as such all, Instructors and Course Directors are strongly urged to conduct research at WISER.
- Significant resources are available to assist in this. Automated data collection of online quizzes, surveys, and evaluations are possible through the Simulation Information Management System (SIMS). SIMS can also collect simulator logs and organize data for analysis.
- Those interested in conducting research should complete the WISER Research Information Form, which can be found at W:\documentation\research.
- If there is any interest in publishing, in any way, research projects from data collected at WISER in any form, the investigator MUST have approval from the University of Pittsburgh’s Institutional Review Board (IRB). See the Research section of the Policy and Procedure manual for detail on obtaining IRB approval for research projects.
- Data shall be collected in a way to maintain the privacy and confidentiality of the participants at WISER. Data collected in the Simulation Information Management System (SIMS) has randomized, de-identified IDs assigned to each WISER account. De-identified data can only be accessed by authorized personnel.
- Data storage and retention policies for research purposes shall fall under the IRB approved protocol for each research project.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
CREATING A COURSE

SUBJECT: Storage Requirements

POLICY

- WISER has the ability to store a limited amount of equipment for courses. Frequently run courses or equipment frequently utilized can be stored locally at WISER.
- Equipment that is too large or used infrequently will need to be removed at the completion of that class or course.
- A storage fee for equipment may be assessed to a course.
- WISER does not assume responsibility for any equipment that is stored at its facility.
- When a course is created, a determination will need to be made by the course director, with the assistance of the director of IT, as to how long any video recordings of simulation sessions will need to be retained. If the videos are not needed beyond the day of the class, the video files will be deleted. A fee may be charged for videos that need to be stored for an extended amount of time.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
CREATING A COURSE

SUBJECT: Quality Improvement Process/Evaluation

POLICY

- Quality improvement for curriculum/course related reviews will be completed by WISER Leadership.
- These reviews can take place anytime within an academic year.
- Reviews of course information (quiz scores, surveys, evaluations, instructor reviews, etc.) should be completed by Course Directors, WISER Leadership, and WISER Directors.
- All course related reviews with the Course Director should be performed by WISER Directors or designee.
- Course Directors can independently review course information collected and remediate directly with course Instructors.
- Course Directors should notify WISER Directors of any WISER personnel or facility issues throughout the review process.
- WISER Directors and Associate Directors will remediate any issues evident by the Director of WISER or WISER Leadership review process.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee

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CREATING A COURSE

SUBJECT: Selection of Appropriate Assessment Tools

POLICY

- The Course Director, along with the Production Manager for Curriculum Development, determines course objectives and target audience for the course.
- Based upon the participant type, level of knowledge, and course objectives, the best assessment tools are developed.
- Assessment tools are created based on domain best practices and current guidelines.
- During the test run(s) of a course, the quiz results are reviewed to ensure the questions are appropriately worded and that sufficient information was provided to the participants to successfully complete the quiz.
- Modifications to the pre-class online content, scenario information, and/or debriefing are made as necessary.
- WISER Directors, Associate Directors, and Course Directors compare the quiz and evaluation data for a particular class to data from all classes (course benchmark) to monitor consistency.
- Scenarios are programmed to ensure scenario consistency and reliability, independent of the course Instructors.
- Course Directors invite peers and colleagues to be participants in the course test run(s) and provide feedback on all aspect of the course, including the assessments and scenarios.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
CREATING A COURSE

SUBJECT: Assessment Tools

POLICY

- Using the course objectives and best practices, appropriate assessment modalities are developed.
- The Production Manager of Curriculum Development presents WISER’s assessment capabilities to the Course Director.
- These assessments may include online pre, during, and post-class quizzes, an online team scoring tool, simulator programming, and checklists.
  - SIMS online quizzes – The Course Director works with the Production Manager of Curriculum Development to create quiz questions. The Course Director is trained on the WISER Course Authoring system to allow the Course Director to enter quiz questions and answers online. These quizzes are then incorporated in the online participant material.
  - Team scoring tool – The Course Director meets with the Director of IT to set up the online team scoring tool in SIMS.
  - Simulator programming – The Course Director meets with WISER Simulation Specialists to incorporate the assessments into the programming.
  - Checklists – Checklists consist of required tasks for specific procedures. These checklists may be paper-based or online. If online, the Course Director works with the Director of IT to create the online assessment.
  - Standardized patients – The Course Director and WISER staff coordinate with the University of Pittsburgh School of Medicine’s standardized patient administrative team.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee

Information, policies, and/or procedures in this Manual are WISER operational policies unless superseded by the University of Pittsburgh or UPMC Institutional Policies.
CREATING A COURSE

SUBJECT: Assurance of Inter-Rater Reliability

POLICY

- If more than one Instructor teaches a course, conducts scenarios, performs assessments, and debriefs participants, WISER encourages the Course Director to hold Instructor training sessions prior to the class.
- Course Instructors are familiarized with the course content and objectives, assessment criteria, and scenario information.
- Before becoming an Instructor of a course, WISER also recommends that potential Instructors be participants of the course, then teach the course with the Course Director or another experienced Instructor before teaching the course on their own.
- In addition to training the Instructor, WISER recommends pre-programming all scenarios to ensure the scenario is conducted the same way, regardless of the course Instructor.
- Instructors are also invited to participate in the WISER Nursing Symposium and the iSIM course that have sessions on inter-rater reliability.
- The evaluation data for a particular Instructor can be compared to data from all Instructors (course benchmark) to evaluate Instructor performance and effectiveness.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
CREATING A COURSE

SUBJECT: Qualifications of Educator(s)

POLICY

• Every course developed must follow WISER’s curriculum development process.
• The Director of WISER must approve both the Course Director, or educator, and the corresponding course.
• The Director of WISER takes into consideration the credentials, competency, and skills of the potential Course Director.
• The Course Director must be able to work with WISER staff to efficiently develop an academically sound course that fulfills WISER’s mission.
• Once the Course Director and course have been approved, the Course Director meets with the Production Manager for Curriculum Development to begin course creation.
• Once a course has been developed by the Course Director and the Production Manager for Curriculum Development, it is the responsibility of the Course Director to identify and train Instructors for their course.
• WISER staff will train Course Directors and Instructors on the proper use of the technology for curriculum delivery and assessment.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
SCHEDULING THROUGH SIMS

SUBJECT: Process

POLICY

- ALL classes, meetings, and tours must be scheduled through the Simulation Information Management System (SIMS).
- Course Directors or Instructors will log onto the WISER website (www.wiser.pitt.edu).
- Under “Manage Class” in the left hand menu, select “Schedule Request.”
- Fill out all appropriate information.
  - Select Course Title
  - Date
  - Start Time
  - End Time
  - Number of rooms needed (include meeting rooms if applicable)
  - Maximum number of participants expected for this class.
  - Notes or special requests: WISER strongly encourages Course Directors/Instructors to fill out the notes and special request section in the scheduling process. In this section, specific room needs and specialized equipment can be listed. Communicating this information at the time of scheduling ensures that the operations team can properly set up for the course. If the specialized equipment cannot be obtained by WISER, this will be addressed and the course director/instructor will have the option to bring their own specialized equipment. WISER will not be able to store particular equipment that is brought in for specific courses. The Course Directors/Instructors will be required to collect their equipment at the end of the course.
  - If you are scheduling for the same course over and over, you can copy your first request as many times as you like and change the date. Click on the green calendar under “Tools” to do this.
  - Click Submit. The Course Scheduler and Simulation Specialist will meet twice a week to go over all of the pending requests submitted that week.
  - The requestor will be emailed whether or not their course has been added to the WISER calendar within 2 business days after submitting their request.
  - If additional help is required, please contact the Coordinator of Simulation Services or the Course Scheduler.

SIGNED: John Lutz, Director of Information Technology
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee

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SCHEDULING THROUGH SIMS

SUBJECT: Weekends and Off-Hours

POLICY

- All off-hours use of the center must be preapproved by WISER Leadership.
- All requests for use of the center must be completed through the schedule request system in SIMS. No courses or events will be approved without following the appropriate procedures.
- Schedule requests for use of the center will be reviewed M-F during normal business hours.

SIGNED: John Lutz, Director of Information Technology
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
SCHEDULING THROUGH SIMS

SUBJECT: Normal Business Hours

POLICY

- All requests for use of the center must be completed through the schedule request system in SIMS.
- Requests are reviewed during normal business hours.
- Requestor will be contacted within 1 business day of request.

SIGNED: John Lutz, Director of Information Technology
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
SCHEDULING THROUGH SIMS

SUBJECT: Course Denial

POLICY

- It is the discretion of WISER to deny or accept a class request.
- Each request is reviewed by the Operations Manager and WISER Scheduler.
- Instructors will be notified via email of the class request decision.

SIGNED: John Lutz, Director of Information Technology
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
SCHEDULING THROUGH SIMS

SUBJECT: Course Cancellation

POLICY

- WISER reserves the right to cancel a course at any time. If a cancellation should occur, WISER staff will notify the Course Instructor 48 hours before the course is scheduled to take place.
- WISER staff will work with the Course Instructor to reschedule the course as needed.

SIGNED: Kevin Miracle, Manager of Simulation Services
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
RUNNING A COURSE

SUBJECT: Scheduling Participants

POLICY

- It is the responsibility of the Course Director, Instructors or designee to schedule participants into courses.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
RUNNING A COURSE

SUBJECT: Sign In

POLICY
- All class participants and Instructors are required to sign in electronically prior to the start of each class.
- It is the responsibility of the Course Instructor to ensure all participants have properly signed in.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
RUNNING A COURSE

SUBJECT: Equipment Utilization

POLICY

- It is the responsibility of the Course Director to ensure all instructors can appropriately utilize the equipment allocated to the course.
- Damage or misuse of the equipment, by a participant or Instructor, could result in removal of that person from the course and notification to the Director / department.
- Liability for equipment utilized within classes is the financial responsibility of the Course Director or department.
- WISER reserves the right to bill the course department for the damaged or missing equipment.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
RUNNING A COURSE

SUBJECT: Room Setup

POLICY

- Room set up for each course should be completed by the Simulation Specialist.
- The Course Director and Simulation Specialist should meet to discuss room set up and equipment needs.
- WISER should maintain accurate documentation of preferred room set ups.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee

Information, policies, and/or procedures in this Manual are WISER operational policies unless superseded by the University of Pittsburgh or UPMC Institutional Policies.
RUNNING A COURSE

SUBJECT: Room Setup Issues

POLICY

- Any problems with room setup should be brought to the attention of the Simulation Specialist assigned to that room, as well as the Operations Manager of WISER.
- The Operations Manager will remediate or discuss a corrective action plan with the WISER staff member whom was responsible for the room setup.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
RESEARCH

SUBJECT: Data Storage Compliance

POLICY

- Data storage security at WISER is handled by two mechanisms, 1) Permissions through SIMS for web based data, and 2) Permissions through the UPMC Domain Controller for the file system data on the computers and servers used by WISER.
- The WISER administrative personnel have access to set account permissions in SIMS. Course Director permissions are set when the course is corrected. Setting permissions for SIMS access is primarily the responsibility of the individual course directors for each course. They assign administrators (director proxies) and instructors to give them access to course material and SIMS functionality. It is the responsibility of the directors to maintain proper access to those individuals.
- File level system access is set through the UPMC Domain Controller and managed by the Director of IT and the WISER IT support staff. System files are restricted so that only the appropriate individuals have access. New levels of appropriate access are determined at the weekly leadership meetings.
- WISER complies with UPMC data security and integrity policies established the Information Services Division.
- All users of WISER are required to agree to maintain confidentiality of educational sessions at WISER by means of an online form that they must acknowledge.
- Individual research projects storage, integrity, and confidentiality policies are handled through the individual protocols submitted for those projects. Research projects follow the policies set by the IRB, which can be found here:

SIGNED: John Lutz and John O'Donnell, Co-Directors of Research
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
RESEARCH

SUBJECT:  Research Project Submission

POLICY
• Research is one of WISER’s core missions, and as such all Instructors and Course Directors are strongly urged to conduct research at WISER.
• Those interested in conducting research should complete the WISER Research Information Form, which can be found at W:\documentation\research.
• The co-directors of research will review the WISER Research Information Form and evaluate the applicability of the research, based upon WISER’s stated mission. WISER Leadership will be consulted as needed.
• If there is any interest in publishing research projects from data collected at WISER in any form, the investigator MUST have approval from the University of Pittsburgh’s Institutional Review Board (IRB). See the Research section of the Policy and Procedure manual for details on obtaining IRB approval for research projects.
• Data shall be collected in a way that maintains the privacy and confidentiality of the participants at WISER. Data collected in the Simulation Information Management System (SIMS) has randomized, de-identified IDs assigned to each WISER account. De-identified data can only be accessed by authorized personnel.
• Data storage and retention policies for research purposes shall fall under the IRB approved protocol for each research project.

SIGNED:  John Lutz and John O’Donnell, Co-Directors of Research
REVIEWED/REVISED:  6/30/12
APPROVALS: WISER Leadership Committee
RESEARCH

SUBJECT: Copy of IRB Submission

POLICY

- The Principal Investigator of WISER sponsored IRB approved research must submit a copy of the IRB submission to the Co-Directors of Research at WISER.
- A printed copy of the IRB submission can be obtained from the OSIRIS web site by clicking on the “Reviewer Version” button on the projects web page:

The Principal Investigator should save this file as a PDF and email to the co-directors of research.

SIGNED: John Lutz and John O'Donnell, Co-Directors of Research
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
RESEARCH

SUBJECT: Qualifications of Researchers

POLICY

- WISER does not serve as a general clearinghouse for matching researcher qualifications to the research being conducted. Each school or organization (Schools of Medicine, Nursing or Pharmacy, UPMC Presbyterian, Magee-Womens Hospital) includes criteria for appointment including research qualifications. The WISER role is one of support and facilitation for faculty from these institutions who have determined their interest in conducting simulation research. The process for assisting these faculty in conducting the research for which they are qualified can be represented by the rubric AIDE (Analyze, Implement, Data Manage and Evaluate)
  - Analyze: As a facilitator and support system for research process activities, WISER assists researchers with answering legitimate educational research questions by analyzing the level of experience of the researcher, their research focus, the population being studied, any associated grant application needs and the research question (s). After analysis, an implementation plan is developed in order to assist the researcher with carrying out the project.
  - Implement:
    1. All researchers are required to notify WISER of their intent to conduct a research project and indicate support services/equipment that will be needed. The WISER Research Project Evaluation Form (RPEF) must be submitted.
    2. All faculty or doctoral students conducting research at WISER are required to adhere to University of Pittsburgh IRB requirements which include completion of research integrity modules and certifications, HIPAA modules (if there is a clinical component) and become familiar with FERPA guidelines (if subjects are University of Pittsburgh students).
    3. If the researcher is preparing an extramural funding application, a letter of support from the Director of WISER is requested. This letter of support indicates resources and in-kind support available from the institute and also indicates the cost of services requested in the grant proposal.
    4. Instructors who are conducting formative evaluations within their courses meet with the Production Manager of Curriculum Development to assist with course development. Educational sessions on SIMS are offered and standard templates for quizzes, surveys, and evaluations are provided. These formative evaluation exercises are not typically considered “research” and do not require IRB approval, but do require support.
    5. For instructors who are conducting summative evaluations within their courses, a determination is made in conjunction with the University IRB as to the category of research approval. Most projects are submitted with exempt or expedited applications.
Projects which are clinically focused and have a quality improvement mission may only require approval from the institutional QI committee. These decisions are made in consultation with WISER leadership.

6. For research projects outside of a particular course, the IRB approval process mirrors step #5.

7. IRB approvals are submitted to WISER for filing.

8. Research records for each protocol are kept at WISER in accordance with the Data Safety Management plan approved by the IRB.

○ Data Management:
  • For IRB approved projects, all research data and documents must be handled according to the Data Safety Management plan submitted to the IRB.
  • Research tools deployed via SIMS are password protected. Further, an honest broker is designated and data is de-identified prior to release to the researcher (if required by protocol).
  • Each project’s statistician works with WISER IT on the formatting of files that are generated by the SIMS system in order to streamline data analysis
  • As part of the WISER IT infrastructure, there are appropriate redundancy, backup, and security procedures for WISER research projects.

○ Evaluation:
  Both formative and summative evaluation of ongoing research is conducted by WISER through the following processes:

  • Research subjects are afforded the opportunity to evaluate the facility, processes, and instructors.
  • Quality improvement checks are conducted by WISER staff and leadership in order to ensure compliance with protocols.
  • Publication and presentation are used as evaluation metrics for ongoing and completed protocols.
  • Interaction and compliance to all IRB requirements are important evaluation points for the overall effectiveness of the WISER research mission.
  • An annual survey of all research faculty is conducted in order to provide a cross-sectional snapshot of research initiatives.
  • Faculty conducting research protocols are required to notify WISER leadership team after study completion in order to review study implementation, methods, and outcomes.

SIGNED: John Lutz and John O'Donnell, Co-Directors of Research
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
SUBJECT: Process of Linking Research to WISER Mission

POLICY
Research activities are linked to the strategic and operational plan. Because the mission of the institute addresses research in the areas of training assessment, validation of technology, educational methodology assessment, competency assessment and development of future researchers, the daily operations are directly linked to the research initiatives and run in parallel.

Process steps:
- Course Directors and/or instructors conduct research according to their areas of interest and trajectory. Consultation with WISER personnel occurs at the time of protocol development and when they seek external funding and a need to demonstrate institutional support.
- Additionally, research projects are initiated through patient safety, provider safety and quality improvement data. The Director of WISER sits on the Quality Patient Care Committee of the UPMC Board of Directors and works closely with the Chief Quality Officer of UPMC.
- WISER Directors, Associate Director, and Co-Directors of Research use the Research Project Evaluation Form (RPEF) to evaluate and prioritize research activities at WISER.
- WISER research involving human subjects will comply with the University of Pittsburgh/UPMC Biomedical IRB guidelines.
- WISER researchers must have IRB approval and are required to adhere to the Data Safety Management Plan submitted with the protocol.
- For educational programs that do not involve true research but include formative and summative assessment or QI-type evaluations that would occur in the course of commonly accepted educational activities, IRB is not required. However, in order to maintain participant confidentiality and adhere to FERPA guidelines (for University students), all assessments are maintained within the secure, password protected SIMS, using de-identified records.
- Access to data in the SIMS system is restricted according to role and responsibility within the Institute. The Director of IT oversees these security measures and typically serves as the honest broker for data submissions to the University IRB involving WISER data.
- If specialized research equipment is required, WISER has access to The Simulation and Medical Technology Research and Development Center to provide solutions specifically designed for simulation research.

SIGNED: John Lutz and John O’Donnell, Co-Directors of Research
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
SUBJECT: Self-Assessment Tools for Researchers

POLICY

- All University of Pittsburgh faculty teaching courses at WISER are required to conduct self-assessment via the annual merit process. These are conducted within their originating departments.
  - Varies by department. Typically, faculty is notified 2 months prior to the deadline for submission. Faculty evaluates teaching, research, and service activities according to posted guidelines for rank (Professor, Associate, Assistant, Instructor).
- In addition, WISER will distribute the annual research self-evaluation to all WISER researchers working at the institute in order to gather relevant, real-time data related to WISER research activities.
  - The survey will be distributed annually. Data will be collated and presented to the WISER leadership team for review and dissemination.
- When appropriate, WISER researchers will develop course evaluation tools addressing the site, staff, equipment, and Instructors.
  - Evaluation tools are embedded in SIMS. Researchers will then review participant evaluations of the course and their teaching for the purposes of self-assessment. Additionally, SIMS allows researchers to benchmark these evaluations against historical results.

SIGNED: John Lutz and John O'Donnell, Co-Directors of Research
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee

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CANCELLATION POLICIES

SUBJECT: WISER

POLICY

- WISER reserves the right to cancel any class.
- WISER will notify the assigned Course Instructor of the cancellation.
- It is the responsibility of the Instructor to notify class participants.
- A phone list of participants can be obtained via SIMS.
- In cases of severe weather, WISER will notify Instructors of cancellation and post on the WISER website.
- WISER will make every effort to work with the Instructor or Director to reschedule the class.

SIGNED: Dr. Paul Phrampus, Director
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee

Information, policies, and/or procedures in this Manual are WISER operational policies unless superseded by the University of Pittsburgh or UPMC Institutional Policies.
CANCELLATION POLICIES

SUBJECT: Instructor(s)

POLICY

- If the class cancellation occurs within 24 hours of the assigned date and time, WISER reserves the right to bill the department for the use of the center as well as any food, consumables purchased for that program.
- All class cancellations must be emailed to wiserhelp@upmc.edu. In the subject line, you should put ‘Class Cancellation’.
- Instructors cancelling a class at WISER must notify WISER during normal business hours and also follow up with an email to the WISER scheduler.
- It is the responsibility of the instructor to notify class participants of the cancellation.
- Excessive cancellations by the individual Instructor or course may result in termination or suspension of WISER privileges.

SIGNED: Dr. Paul Phrampus, Director
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee

Information, policies, and/or procedures in this Manual are WISER operational policies unless superseded by the University of Pittsburgh or UPMC Institutional Policies.
CANCELLATION POLICIES

SUBJECT: Participant Absent From Class

POLICY

- It is the responsibility of the Course Director or Instructor to notify the appropriate personnel when a participant does not show up for an assigned class.
- WISER reserves the right to notify the Director or department as well.
- WISER reserves the right to bill unexcused absent participants for courses that a fee is associated with.
- Disciplinary action for unexcused absent participants is the responsibility of the managing department.

SIGNED: Dr. Paul Phrampus, Director
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
ADMINISTRATIVE

SUBJECT: Staff Quality Improvement

POLICY
- The quality improvement for staff should be based on their annual performance reviews, Instructor feedback, and personal observations.
- Annual reviews should be followed by a detailed performance improvement plan for the following year.
- Instructor reviews and personal observations of staff should be managed on a more immediate basis as necessary.
- All reviews of WISER staff will be completed by WISER Leadership.

SIGNED: Daniel Battista, Director of Administration
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee

Information, policies, and/or procedures in this Manual are WISER operational policies unless superseded by the University of Pittsburgh or UPMC Institutional Policies.
SUBJECT: Physical Safety of Individuals Who Partake in Courses at WISER

POLICY

- In order to protect the physical safety of individuals who partake in courses at WISER, there are several mechanisms in place.
- First and foremost, WISER is located in a building that has a security guard on staff from 6am to 11pm every weekday and is also available on Saturday's as well.
- This building is also protected by a swipe card mechanism that takes effect every evening after 7pm so that anyone that does not have a swipe card is not permitted into the building.
- WISER also has a video surveillance system that has been installed to monitor the entrances and exits on the 3rd floor as well as the common areas.

SIGNED: Daniel Battista, Director of Administration
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
ADMINISTRATIVE

SUBJECT: Psychological Safety of Individuals Who Partake in Courses at WISER

POLICY

• Medical – WISER also has an active AED and a bag valve mask located centrally within the facility in the event of a situation where they are needed. WISER also warns all individuals the first time that they register for a course at WISER that WISER is not a latex free environment and that individuals should take any necessary precautions. The staff is instructed to contact the local medical personnel about a real medical emergency.

• Emotional – The emotional well-being of WISER participants is a principle concern for leadership of the program. Transparent policies such as record access and confidentiality are in place to assure learners of their privacy.

• Orientation programs that introduce the learner to the simulation environment and equipment are available to alleviate the anxiety of participating in simulation based education. These programs are integrated in the curriculum development process.

• WISER Directors and Course Directors and Instructors maintain constant vigilance for undo emotional stress due to learners participating in simulation-based programs and are aware of the potential vulnerabilities perceived by the participant. Course Director and Administrator contact information is readily available for all participants who may have concerns.

• Course evaluations routinely include questions specific to the debriefing process as a means of quality assurance. WISER Directors can ensure that debriefings appear to occur in a way that is perceived as nonthreatening, objective, and protective of the confidentiality of the participants.

SIGNED: Daniel Battista, Director of Administration
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee

Information, policies, and/or procedures in this Manual are WISER operational policies unless superseded by the University of Pittsburgh or UPMC Institutional Policies.
ADMINISTRATIVE

SUBJECT: Course Fee

POLICY
- Course fees are to be determined by using the Course Fact Sheet that is used during the course creation process
- The Director of Administration will construct an initial budget for the course that is to be run at WISER and will review with the Director
- Once reviewed, the budget will be presented to the Course Director and the cost to run the new course will be finalized

SIGNED: Daniel Battista, Director of Administration
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
ADMINISTRATIVE

SUBJECT: Budget Creation

POLICY

- WISER’s budget is created by the Director of Administration (DOA).
- The DOA meets with the Director of Operations, the Director of Information Technology, and the Associate Directors to discuss what they need for the upcoming year.
- Once these meetings have commenced, the DOA then reviews purchases for this past year and uses this information to create the budget for the upcoming fiscal year based on the findings.
- After the budget is created, it is reviewed with and approved by the Director of WISER.

SIGNED: Daniel Battista, Director of Administration
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
ADMINISTRATIVE

SUBJECT: Budget Submission

POLICY

- Budget for the upcoming year is approved by the Director of WISER
- Once the budget has been approved by the Director, it is then sent to the financial and business leadership of the Department of Anesthesiology.
- The Director of Administration and the Director of WISER meet with department leadership to reconcile the final budget for the upcoming fiscal year.

SIGNED: Daniel Battista, Director of Administration
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
ADMINISTRATIVE

SUBJECT: Expense Approval

POLICY

- Expense approval and submission follow the policy which has been instituted by UPMC and the University of Pittsburgh.
- Expenses are to have prior approval.

SIGNED: Daniel Battista, Director of Administration
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
DIRECTOR AND INSTRUCTOR REVIEW

SUBJECT: Course Data Review (by WISER)

POLICY

- All data collected by courses can be reviewed by WISER Directors or designees.
- Course data should be reviewed by WISER Directors on a monthly basis.
- Any discrepancies or issues should be brought to the attention of the Course Director.
- It is the responsibility of the Course Director to remediate any issues with their Instructors.
- WISER reserves the right to directly contact the Course Director or Instructors with issues or follow up information.

SIGNED: Dr. Paul Phrampus, Director
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
DIRECTOR AND INSTRUCTOR REVIEW

SUBJECT: Course Data Review (by Director)

POLICY

- Course Directors should review course data on a monthly basis. Or as indicated by the number of courses run within an academic year.
- Course Directors will only have access to course data they are Directors of.
- It is the responsibility of the Course Director to assure their entire course data is collected appropriately.
- Remediation of Instructors or follow up action items, are the responsibility of the Course Director.

SIGNED: Dr. Paul Phrampus, Director
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
DIRECTOR AND INSTRUCTOR REVIEW

SUBJECT: Course Data Review (by Instructor)

POLICY

- Instructors can only access course data for classes that they have taught.
- Instructors should review course data at the completion of each course.
- Questions about course data should be directed to the Course Director.
- It is the responsibility of the Instructor to assure the class data was entered into SIMS appropriately.

SIGNED: Dr. Paul Phrampus, Director
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
DIRECTOR AND INSTRUCTOR REVIEW

SUBJECT: Review of Course Educators

POLICY

• It is the responsibility of Course Directors to review the performance of Instructors who teach their course at WISER.
• The SIMS system avails the Course Director and WISER Directors with access to the course evaluations for the educational programs.
• In addition, WISER recommends that each Course Director perform periodic evaluations, minimally on the annual basis, to ensure that the course is being taught properly, and that the objectives of the courses are met, and relevant feedback is provided to the Instructor(s).

SIGNED: Dr. Paul Phrampus, Director
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
DIRECTOR AND INSTRUCTOR REVIEW

SUBJECT: Review of Course Assessors

POLICY

- It is the responsibility of the Associate Directors and Course Directors to assess the performance of Instructors who teach their course.
- WISER courses can include Instructor evaluations and course evaluations in SIMS.
- WISER Directors, Associate Directors, and Course Directors have access to these assessments.
- WISER recommends that Associate Directors and Course Directors also perform routine class visits to ensure the course is being taught properly and all objectives of the courses are met.
- WISER Directors, Associate Directors, and Course Directors are encouraged to evaluate Instructors annually.

SIGNED: Dr. Paul Phrampus, Director
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
DIRECTOR AND INSTRUCTOR REVIEW

SUBJECT: Review of Educational Materials

POLICY

- WISER Directors, Associate Directors, and Course Directors are encouraged to evaluate simulation education materials annually.
- Directors review online participant content, assessments, evaluations, scenario information, and debriefing points.
- Directors use the SIMS data reports to ensure assessments and content are up to date with best practices.
- If any component of the course must be updated, the Course Director contacts the appropriate WISER staff to assist.

SIGNED: Dr. Paul Phrampus, Director
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
SUBJECT: Instructor Remediation

POLICY
- The Course Director is responsible for all remediation of course Instructors.
- Failure of an Instructor to participate in remediation can result in suspension or dismissal of privileges from WISER.

SIGNED: Dr. Paul Phrampus, Director
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
MEDICAL/DISASTER EMERGENCIES

SUBJECT: Process

POLICY

- In the event of a medical crisis or disaster, WISER Leadership will activate the contact procedure plan.
- All Directors will contact each of their respective employees and notify them of the action plan.
- Notification of closures to WISER locations will be posted on WISER web site.
- An updated contact list is should be maintained by each WISER Director and manager.

SIGNED: Daniel Battista, Director of Administration
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
MEDICAL/DISASTER EMERGENCIES

SUBJECT: Location of Equipment

POLICY

- WISER will maintain an emergency equipment station.
- Emergency equipment station is location outside of MET-10.
- If any of the equipment is used, a Simulation Specialist should be notified for replacement.
- 911 should be called for all medical / safety emergencies.

SIGNED: Daniel Battista, Director of Administration
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
MEDICAL DISASTER/EMERGENCIES

SUBJECT: Notify WISER

POLICY

- In case of any medical emergencies that occur at WISER, 911 should be called immediately.
- Once 911 has been called, WISER leadership should be notified in case further assistance is required.

SIGNED: Daniel Battista, Director of Administration
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
EQUIPMENT

SUBJECT: Storage

POLICY

- WISER is a stand-alone facility that is part of the UPMC Health System and the University of Pittsburgh.
- As such, we do not have active patient care areas and are not integrated into direct clinical environments in our main campus.
- When conducting educational and simulation activities within areas that provide direct patient care, WISER staff provides all equipment and “simulated” medications for the activity. WISER staff exercise extreme care to ensure that all educational and simulation equipment is removed from the patient care environment and returned to the WISER main campus upon completion of the activity.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
EQUIPMENT

SUBJECT: Medication Storage and Handling

POLICY

- Medication storage processes and controls are designed to assist in maintaining medication integrity, promote the availability of medications when needed, minimize the risk of medication diversion, and reduce potential dispensing errors.
- Medications must be properly secured such that they are not accessible to unauthorized individuals.
- Medications must not be transported or stored in the pocket or clothing of an employee.
- Medications and chemicals requiring special storage conditions must be properly stored to ensure stability, integrity, and effectiveness. All chemicals must be handled, stored and disposed of in accordance with guidelines set forth by the manufacturer in the product Material Safety Data Sheet (MSDS).

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
EQUIPMENT

SUBJECT: Medication Security

POLICY

• All drugs stored at WISER shall be accessed only by authorized personnel and must be secured such that they are not readily available to those without authorized access.
• The authorizing staff member is responsible for the supervision of the access.
• Mobile carts with medications must be locked and placed in a secure area when not in use.
• Damaged and/or contaminated medications and bulk chemicals are to be removed from use, and disposed of in accordance with the policies as established by the Biohazard Disposal Company (independent contractor to UPMC).

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
EQUIPMENT LOAN

SUBJECT: Availability

POLICY

- Equipment rental is subject to availability and must be confirmed with Operations staff or the Course Scheduler prior to the rental agreement.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
EQUIPMENT LOAN

SUBJECT: Costs

POLICY

- Manikins can be rented for a daily fee. Please see WISER staff for a complete list of these costs.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
EQUIPMENT LOAN

SUBJECT: Disposables

POLICY
• A fee is associated with any disposable items used during the equipment rental period. Example: Manikin neck skins, IV arm tubing, simulated blood, endotracheal tubes, and other airway equipment.
• Shipment and/or Transportation – Borrower must assume all financial responsibilities for shipment and/or arrange local transportation of all equipment. It is recommended that insurance be purchased for shipment of any equipment.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
EQUIPMENT LOAN

SUBJECT: Repair

POLICY
• Equipment will be inspected prior to departure and upon return to WISER.
• Any damage to WISER’s equipment during the rental period is the responsibility of the borrower.
• The borrower and their department will be billed for the costs associated with repair/replacement.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
EQUIPMENT LOAN

SUBJECT: Turning Point

POLICY
- Turning Point rental is subject to availability and must be confirmed with the Course Scheduler prior to the rental agreement.
- The number of units needed will be documented with the Course Scheduler.
- The units will be counted prior to departure and after return.
- The borrower will be financially responsible for any missing items.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
TOURS

SUBJECT: Scheduling a Tour

POLICY

- Tours must be scheduled via the Simulation Information Management System (SIMS).
- Tours are scheduled Monday through Friday between 8:00 am and 4:30 pm.
- Tours requested outside standard hours of operation (weekdays after 4:30 pm and on weekends) will be subject for review by Senior Management Staff and are subject to fees.
- All tours on the WISER calendar will have an appropriate appointed tour guide (Example: Senior Management staff, Simulation Specialist or Administration).
- ALL tour requests must be made through SIMS. NO verbal or phone call requests will be accepted.
- Individuals requesting a tour should do the following:
  - Go to http://www.wiser.pitt.edu/Sites/WISER/events/tourRegistration.asp
  - Fill out all necessary information on the tour request form.
  - Click the “Send Request” button.
- Pending tour requests will be reviewed by the Course Scheduler.
- The requestor will be notified by the Course Scheduler within 2 business days regarding the tour.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
OFFSITE UTILIZATION

SUBJECT: Satellite Centers

POLICY

- Simulation Specialist support – A Specialist will arrive 30 minutes prior to the start of the class. A pre-class checklist will be completed, ensuring the proper functionality of the equipment.
- The Specialist will be available for support during the class to assist as needed. Proper shut down procedure will be performed after the completion of the class.
- Once a course is scheduled, the satellite centers are responsible for ensuring that there are an adequate number of participants to run the course.
- If the site needs to cancel a course due to low participation or any other reason deemed necessary, this must occur at least 24 hours prior to the course date and time.
- Course cancellation – To cancel a course, the Instructor must call WISER at 412-648-6073 and inform a staff member that the course is cancelled. Also, satellite centers must email both the Course Scheduler and the Coordinator of Simulation Services so that the course can be removed from the WISER calendar.
- Each satellite facility is financially responsible for repairs, disposables, and facility issues. WISER will facilitate/coordinate/assist each site with the repair or recommendations.
- WISER may or may not be able to supply the repaired or replaced piece of equipment with what is considered WISER stock. In some instances, that piece of equipment may be considered “temporarily non-functional” or “permanently non-functional.” WISER will make every effort to repair and work with manufacturers to repair the equipment, but may not be able to resolve the issue. It is the financial responsibility of the satellite center to repair or replace all equipment within that center.
- Course supplies – Satellite centers will be responsible for maintaining sufficient levels of all supplies needed to facilitate courses.
- Satellite center support – Preventative maintenance will be provided regularly by a Simulation Specialist to ensure all equipment is functioning properly. **This maintenance will include both simulation and AV equipment:**
  - Simulation Specialists, WISER IT staff, and other support personnel will be available to assist with course development at each satellite.

SIGNED: Tom Dongilli, Director of Operations

REVIEWED/REVISED: 6/30/12

APPROVALS: WISER Leadership Committee

Information, policies, and/or procedures in this Manual are WISER operational policies unless superseded by the University of Pittsburgh or UPMC Institutional Policies.
OFFSITE UTILIZATION

SUBJECT: In Situ Training

POLICY

- A Simulation Specialist will arrive 30 minutes prior to the training session.
- He or she will assist in transportation of and set up of equipment at the training site.
- The Simulation Specialist will be present during training to assist and facilitate.
- He or she will provide assistance in returning equipment to the designated storage area.
- All in situ training must first be approved by either the Director of the center or the Director of Operations.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
OFFSITE UTILIZATION

SUBJECT: Travel

POLICY

- Parking/Mileage: Travel expenses, including parking fees and mileage reimbursement, incurred during offsite support will be the responsibility of the facility requiring the support.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
OFFSITE UTILIZATION

SUBJECT: Shipment

POLICY
- Movers/Car Rental: Offsite coordinator or locations must assume all financial responsibilities for shipment and/or arrange local transportation of all equipment. It is recommended that insurance be purchased for shipment of any equipment.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
CONFERENCE/TRADE SHOW SUPPORT

SUBJECT: Funding

POLICY

• All expenses incurred by WISER, while participating in a conference, must be covered by the department that is seeking support. Expenses that are to be reimbursed to WISER are (if applicable for event):
  o Rental of SimMan or other simulation equipment
  o Shipment of equipment
  o Staffing support attending conference
  o Hotel for supporting staff
  o Per diem for supporting staff
  o Flight/rental car expense for supporting staff
  o Incidental expenses incurred by supporting staff
  o Reimbursement will be based on UPMC’s Travel and Expense Policy

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
CONFERENCE/TRADE SHOW SUPPORT

SUBJECT: Requesting Personnel

POLICY
- All requests must go through the Director of Operations.
- All requests must be made 2 months prior to the event.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
REPORTING PROBLEMS

SUBJECT: Equipment

POLICY

- Malfunctioning equipment must be reported to a Simulation/IT Specialist who will attempt to resolve the issue. If the issue cannot be resolved, a room change or replacement of equipment will occur, if possible.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
REPORTING PROBLEMS

SUBJECT: Complaint Resolution for Participants

POLICY

- Complaints by participants should be initially addressed by that Course Instructor. If the complaint is about the Instructor, then a member of WISER Leadership should be contacted for further resolution.
- WISER Leadership will address the participant, document the complaint, and determine if the complaint is facility related, or a matter that should be handled by the department from which the Instructor originates.
- Complaints by Instructors, about participants, should be referred to the department that the participant originates from.
- If the Instructor complaint about the participant is of an immediate nature, then a member of WISER Leadership should be notified.
- Participant complaints about WISER staff or facilities should be addressed by WISER Leadership. Participants should notify their Instructor of the complaint and Instructor should notify WISER Leadership.
- Participants can also notify any WISER staff member of a complaint. WISER Leadership will follow up on complaint.
- Participant complaints or issues with the WISER web site account login or viewing of course material, should first be resolved by the WISER help feature within the web site.
- If the participant’s issue does not get resolved, then they can contact WISER’s main desk for live assistance.
- Proper documentation of the complaint and resolution will be supplied to the originating department as well as the participant, Instructor and Course Director.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee

Information, policies, and/or procedures in this Manual are WISER operational policies unless superseded by the University of Pittsburgh or UPMC Institutional Policies.
REPORTING PROBLEMS

SUBJECT: Complaint Resolution for Instructors

POLICY

- Instructors who have a complaint about course material should address those complaints directly to the Director of that course.
- Instructor complaints about the conduct of a participant should be addressed between the Instructor and that participant. If there is no resolution, then a member of WISER Leadership should be notified.
- Instructor complaints about WISER facility of staff should be addressed directly to WISER Leadership.
- Proper documentation of the complaint and resolution will be supplied to the originating department as well as the participant, Instructor, and Course Director.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
REPORTING PROBLEMS

SUBJECT: Human Resources

POLICY

• If you have an unresolved issue with one of the staff members at the facility, please contact the WISER Director of Operations or Director of Administration.
• If you are an Instructor/Course Director at WISER and you have an issue with another Instructor/Course Director at WISER, please contact the Director of WISER to address the problem.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee

Information, policies, and/or procedures in this Manual are WISER operational policies unless superseded by the University of Pittsburgh or UPMC Institutional Policies.
REPORTING PROBLEMS

SUBJECT: Removal of Individuals from WISER

POLICY
- WISER reserves the right to remove Instructors or participants from the premises due to any misconduct that is considered to be detrimental or offensive to any other individual. A letter will also be sent to your department notifying them of the reason for the dismissal.

SIGNED: Tom Dongilli, Director of Operations
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee
SUBJECT: Parking for WISER

POLICY

- There are several parking garages as well as street parking in the area. Garages that are close to WISER are indicated with the letter P.
- DO NOT PARK IN THE EXXON OR CVS LOTS BY WISER. These lots are monitored and aggressively enforce their “customer only” parking policies and will tow any vehicle that they feel is inappropriately parked.

SIGNED: Tom Dongilli, Director of Operations

REVIEWED/REVISED: 6/30/12

APPROVALS: WISER Leadership Committee
VISITING WISER

SUBJECT: Travel for Out of Town Guests

POLICY

- Participants that are coming in from out of town are required to make their own hotel reservations. WISER staff will provide a brochure with suggested hotels, transportation options, as well as restaurants and places to visit while they are in the Pittsburgh area.
- Suggested hotels include but are not limited to:
  - Hilton Garden Inn Hotel – located next door to WISER
  - Quality Inn University Center – located approximately 3 blocks from WISER
  - Hampton Inn – located approximately 5 blocks from WISER
  - Holiday Inn Select University Center – located approximately 10 blocks from WISER
- The WISER center is located approximately 40 minutes from the Pittsburgh International Airport. Participants will receive directions from the airport to the WISER center.
- Transportation Options
  - Shuttle Services: Super Shuttle – 877-716-2550
  - Taxi Cab Services: Yellow Cab – 412-321-8100
- Cost: It is approximately $40.00 to travel from WISER to the airport

SIGNED: Daniel Battista, Director of Administration
REVIEWED/REVISED: 6/30/12
APPROVALS: WISER Leadership Committee