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General Information

Introduction
The Nell Hodgson Woodruff School of Nursing (NHWSN) Simulation Program at the Emory Nursing Learning Center (ENLC) is a vibrant learning environment designed to support the school’s mission to educate visionary nurse leaders and scholars.

Mission Statement
At the Simulation Program, our mission is to lead a new reality/future for nursing education, research, practice, and lifelong learning, ultimately to advance health care delivery for individuals, families, and communities.

Vision Statement
Our vision is to establish an academic practice for simulation-based learning for nursing, interprofessional, and transdisciplinary education and collaborative practice.

Values
The values of the NHWSN are: 1) excellence, 2) collaboration, 3) social responsibility, 4) innovation, and 5) leadership.

The values of the Simulation Program are: 1) integrity, 2) accountability, 3) quality, 4) communication, 5) service oriented, and 6) inclusion.

Governance
The governance structure includes the Simulation Leadership Team, The Simulation Steering Committee, and the Dean’s Leadership Council.

Required Disclaimers
Research conducted using the Simulation Program must follow the Emory University Guidelines for Responsible Conduct of Scholarship and Research policy.

Presentations using the NHWSN Simulation Program at ENLC name should align with Emory University’s Conflict of Interest policies (http://www.coi.emory.edu/).

Brand Use
The Simulation Program should be referred to as the NHWSN Simulation Program at ENLC. The name should be included on any content that has originated from the Simulation Program. This is to include but is not limited to documents, pictures, videos, presentations and/or publications.

NHWSN branding standards may be found in the Brand Standards, Visual Identity, Trademarks and Licensing Policy for Emory University.
About the Facilities
The Simulation Program at the Emory Nursing Learning Center in Decatur, GA is a $20.6M expansion that includes state-of-the-art simulation and skills labs that provide experiential and immersive learning for students, faculty, and Emory Health Care nurses. The simulation spaces, approximately 28,050 square feet are located on the Terrace Level and Second Floor and described in the table below.

**Terrace Level**

<table>
<thead>
<tr>
<th>Room</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>T19 Hi-Fi 1</td>
<td>High Fidelity Simulation Suite (Flexible) with Control Room</td>
</tr>
<tr>
<td>T22 Hi-Fi 2</td>
<td>High Fidelity Simulation Suite (Flexible) with Control Room</td>
</tr>
<tr>
<td>T21 Hi-Fi 3</td>
<td>High Fidelity Simulation Suite (Flexible) with Control Room</td>
</tr>
<tr>
<td>T17 Hi-Fi 4</td>
<td>Labor and Delivery Suite with Control Room</td>
</tr>
<tr>
<td>T15 Hi-Fi 5</td>
<td>Operating Room with Scrub Sink and Control Room</td>
</tr>
<tr>
<td>T25</td>
<td>Medication Room</td>
</tr>
<tr>
<td>T68 Skills Lab 1: The Vault</td>
<td>8 Beds/Stretchers with Table and Seating with Control Room Room divides in half</td>
</tr>
<tr>
<td>T37 Skills Lab 2</td>
<td>6 Beds/Stretchers with Table and Seating</td>
</tr>
<tr>
<td>T36 Skills Lab 3</td>
<td>6 Beds/Stretchers with Table and Seating</td>
</tr>
<tr>
<td>T34 Skills Lab 4</td>
<td>6 Beds/Stretchers with Table and Seating</td>
</tr>
<tr>
<td>T11 Skills Lab 5</td>
<td>4 Bays plus Classroom for 20-24</td>
</tr>
<tr>
<td>T39 Briefing Room 1</td>
<td>Located in the Clinic</td>
</tr>
<tr>
<td>T41 Briefing Room 2</td>
<td>Located in the Clinic</td>
</tr>
<tr>
<td>T44 Briefing Room 3</td>
<td>Located in the Clinic</td>
</tr>
<tr>
<td>T07 Briefing Room 4</td>
<td>Located in the Hi-Fi Pod</td>
</tr>
<tr>
<td>T08 Briefing Room 5</td>
<td>Located in the Hi-Fi Pod</td>
</tr>
<tr>
<td>T09 Briefing Room 6</td>
<td>Located in the Hi-Fi Pod</td>
</tr>
<tr>
<td>T10 Briefing Room 7</td>
<td>Located in the Hi-Fi Pod</td>
</tr>
<tr>
<td>T42 Exam Room 1</td>
<td></td>
</tr>
<tr>
<td>T43 Exam Room 2</td>
<td></td>
</tr>
<tr>
<td>T45 Exam Room 3</td>
<td></td>
</tr>
<tr>
<td>T46 Exam Room 4</td>
<td></td>
</tr>
<tr>
<td>T48 Exam Room 5</td>
<td></td>
</tr>
<tr>
<td>T49 Exam Room 6</td>
<td></td>
</tr>
<tr>
<td>Nurses Station</td>
<td>Multi-Seat Observation and Simulation Capture</td>
</tr>
<tr>
<td>T51 Exam Room 7</td>
<td></td>
</tr>
<tr>
<td>Room</td>
<td>Description</td>
</tr>
<tr>
<td>---------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>T50 Exam Room 8</td>
<td></td>
</tr>
<tr>
<td>T52 Exam Room 9</td>
<td></td>
</tr>
<tr>
<td>T54 Exam Room 10</td>
<td></td>
</tr>
<tr>
<td>T55 Exam Room 11</td>
<td></td>
</tr>
<tr>
<td>T56 Exam Room 12</td>
<td></td>
</tr>
<tr>
<td>Point of Care Testing Area</td>
<td></td>
</tr>
<tr>
<td>T61 Observation</td>
<td>Multi-Seat Observation and Simulation Capture</td>
</tr>
<tr>
<td>T62 SP Prep</td>
<td>Standardized Patient Prep</td>
</tr>
<tr>
<td>T63 Lounge</td>
<td>Staff/Faculty/SP Lounge</td>
</tr>
</tbody>
</table>

**Second Floor**

<table>
<thead>
<tr>
<th>Room</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>217 Home Lab 2</td>
<td>Living Area with Couch, Kitchen with Table, Refrigerator, Cooktop/Oven, Microwave, W/D, Flat Screen for Telehealth Visits and Remote Monitoring with Control Room</td>
</tr>
<tr>
<td>219 Home Lab 1</td>
<td>Bedroom/3-Piece Bathroom with Control Room</td>
</tr>
<tr>
<td>220 Briefing Room 8</td>
<td></td>
</tr>
<tr>
<td>231 Innovation Hub</td>
<td></td>
</tr>
<tr>
<td>270 Skills Lab 6</td>
<td>5 Beds/Stretchers with Table and Seating</td>
</tr>
</tbody>
</table>

There are student lockers and faculty lockers. Faculty lockers are in the Lounge and Flex Offices on second floor. Student lockers are also on the second floor – different location. Students and faculty can set their own code for the day for all lockers (no lock needed). If a locker code is forgotten, submit an operations ticket at https://emory.tikkit.us/login

**Location and Parking**
The Simulation Program at ENLC is located at 250 E. Ponce de Leon Ave. in Decatur, GA.
Students are responsible for their transportation. Ample parking is available. There are several entrances to the parking deck - two off N. Candler, one off Commerce, and one off E. Ponce. An Emory University ID badge is required to enter and exit the parking deck. There is a shuttle between main campus and the ENLC and shuttle information can be found at https://www.emorytransloc.com.

**Hours of Operation**
The Simulation Program is accessible 6:30AM to 7:00PM with an Emory University ID badge.

**Requesting Tours**
Tours may be requested at Tour Request Form

**Nondiscrimination Statement (August 2019)**
Emory University does not discriminate against individuals on the basis of race, color, religion, ethnic or national origin, sex, gender, genetic information, age, disability, sexual orientation, gender identity, gender expression, or veteran's status, as required by Title IX of the Education Amendments of 1972, the Americans with Disabilities Act of 1990, as amended, Section 504 of the Rehabilitation Act of 1973, Titles VI and VII of the Civil Rights Act of 1964, the Age Discrimination Act of 1975, and other applicable statutes and university policies. Emory University prohibits sexual and gender-based harassment, including sexual assault, and other forms of interpersonal violence.

Information regarding Emory University’s Office of Equity and Inclusion, the university office that ensures compliance with this Notice and applicable policies, can be found here.

• For inquiries regarding Emory University’s non-discrimination policies, please contact: Vice Provost for Equity and Inclusion oei@emory.edu or 404-727-9867
• For inquiries regarding Emory University’s Title IX policies and compliance, please contact: University Title IX Coordinator titleix@emory.edu, 404-727-4079 or 404-727-4717
• For inquiries to the University regarding the Americans with Disabilities Act, the Rehabilitation Act, and related statutes and regulations, please contact: ADA Compliance Officer/Director, Office of Accessibility Services accessibility@emory.edu or oas_employee@emory.edu or 404-727-7053

Complaints of discrimination, harassment, and retaliation may be directed to the Office of Equity and Inclusion at oei@emory.edu. Complaint procedures set forth in the Emory University Equal Opportunity and Discriminatory Harassment Policy may be found here. Complaints involving sexual harassment and discrimination may be made to the University Title IX Coordinator at titleix@emory.edu. Complaint procedures may be found here. Complaints may also be filed with the Department of Education Office for Civil Rights, Equal Employment Opportunity Commission, and the Georgia Department of Labor.

**Simulation Terminology**
A copy of the Healthcare Simulation Dictionary, 2nd Edition (2.1) (September 2020) may be found at the following link https://www.ssih.org/dictionary
## Simulation Team Personnel and Contact Tree

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Laika Steiger, MBA, CHSOS, FACHE</td>
<td>Executive Director, ENLC</td>
<td><a href="mailto:laika.steiger@emory.edu">laika.steiger@emory.edu</a></td>
</tr>
<tr>
<td>Valencia King, BA, CHSOS</td>
<td>Simulation Operations Manager</td>
<td><a href="mailto:valencia.antoinette.king@emory.edu">valencia.antoinette.king@emory.edu</a></td>
</tr>
<tr>
<td>Kim Fugate, CHSE, CHSOS</td>
<td>Senior Simulation Operations Specialist</td>
<td><a href="mailto:kim.fugate@emory.edu">kim.fugate@emory.edu</a></td>
</tr>
<tr>
<td>Shannah Lowe, DNP, RN, APRN, ACNS-BC, CNRN</td>
<td>Senior Director, Simulation-Based and Clinical Education</td>
<td><a href="mailto:shannah.lowe@emory.edu">shannah.lowe@emory.edu</a></td>
</tr>
<tr>
<td>Sandra Rosedale, MSN, RN, CHSE</td>
<td>Simulation Nurse Educator</td>
<td><a href="mailto:sandra.anne.rosedale@emory.edu">sandra.anne.rosedale@emory.edu</a></td>
</tr>
<tr>
<td>Kevin Paproski</td>
<td>Senior Simulation Technician</td>
<td><a href="mailto:kevin.paproski@emory.edu">kevin.paproski@emory.edu</a></td>
</tr>
<tr>
<td>Adam Ead</td>
<td>Simulation Technician</td>
<td><a href="mailto:wesam.adam.ead@emory.edu">wesam.adam.ead@emory.edu</a></td>
</tr>
<tr>
<td>Charlena Adams</td>
<td>Simulation Technician</td>
<td><a href="mailto:charlena.green@emoryhealthcare.org">charlena.green@emoryhealthcare.org</a></td>
</tr>
<tr>
<td>Charita Gooden</td>
<td>Simulation Technician</td>
<td><a href="mailto:charita.gooden@emoryhealthcare.org">charita.gooden@emoryhealthcare.org</a></td>
</tr>
<tr>
<td>Ciara Gordon</td>
<td>Simulation Technician</td>
<td><a href="mailto:ciara.ashley.gordon@emory.edu">ciara.ashley.gordon@emory.edu</a></td>
</tr>
<tr>
<td>Vanity Moore</td>
<td>Simulation Technician</td>
<td><a href="mailto:vanity.moore@emory.edu">vanity.moore@emory.edu</a></td>
</tr>
<tr>
<td>Beth Ann Swan, PhD, RN, FAAN, ANEF</td>
<td>Evans Professor for Simulation and Innovation</td>
<td><a href="mailto:beth.ann.swan@emory.edu">beth.ann.swan@emory.edu</a></td>
</tr>
</tbody>
</table>
Simulation Program User Agreement

As a student at the NHWSN Simulation Program at ENLC, I agree to adhere to the guidelines described in this manual and to any directions provided by faculty or staff members. Specifically,

- I agree to regard the simulation center as a clinical space.
- I agree to treat all persons encountered with respect and professionalism.
- I agree to maintain confidentiality of any peer or patient information and to report any violation of confidentiality to a faculty or staff member.
- I agree to adhere to the dress code as described in the Student Handbook.
- I understand that there are cameras throughout the simulation space at ENLC and that while these cameras are always on, viewing access is limited to a “need-to-know” basis, similar to medical records access in the clinical environment.
- I agree to be recorded during simulations and understand that only faculty and appropriately authorized personnel will have access to review videos as part of the normal academic process.

Signature _______________________________________________________

Printed name _____________________________________________________

Program _________________________________________________________

Date __________________________________________________________________

If there is anything we need to know to make sure that you have a positive learning experience in the lab spaces, please let us know here:
**User Rights and Responsibilities**

All students, faculty, and staff must adhere to the guidelines outlined in this manual. The facilities are learning environments and should be regarded as clinical spaces. No food, drink, pens, or sharpies are allowed in any of the designated simulation spaces. Students must wear appropriate identification while in the Simulation Program.

Since the Simulation Program is regarded as clinical space, students will adhere to the NWHSN clinical area policy for attendance, dress, and professionalism. Adherence to the dress code as described in the NHWSN Student Handbook is required to participate in any activity in the Simulation Program.

In accordance with the University’s bylaws, the responsibility of designing the academic and professional codes of conduct for its students’ rests with each School. Policies related to student conduct in the School of Nursing are *Code of Student Conduct* and *Code of Professional Conduct* (nonacademic conduct). Please refer to the NHWSN Student Handbook for more information about both Codes of Conduct.

The School of Nursing Code of Ethics may be found in the NHWSN Student Handbook.

The Healthcare Simulationist Code of Ethics (SSH, 2018) may be found at the following link [https://www.ssih.org/SSH-Resources/Code-of-Ethics](https://www.ssih.org/SSH-Resources/Code-of-Ethics) and the Simulation Program at the Emory Nursing Learning Center is committed to complying and aspiring to the concepts in the Code of Ethics.

All users of the facilities should treat each other, the spaces, and equipment with respect and should act in a manner that does not disturb academic activities occurring in other areas. No user shall infringe upon the privacy, rights, privileges, health, or safety of other users.

To preserve the realism of simulated case scenarios and to provide an equitable learning experience for each student, all users are expected to uphold all requirements of the Health Insurance Portability and Accountability Act (HIPAA) and any other federal or state laws requiring confidentiality. Students agree to report any violations to a faculty or staff member as soon as possible.

**Learner Orientation**

Simulation team members provide students and faculty hands-on orientation of policies, location of exits, restrooms, manikins, rooms, equipment, and supplies prior to their first simulation session.

Faculty are responsible to prepare students on the following:

1. Logistical details: schedule of day including arrival, break, and end time
2. Simulation expectations for their course
3. General learning objectives during the simulation
4. Confidentiality of participants
5. Simulation strengths and weaknesses
6. Realism concerns
7. Ground rules to maintain a psychologically safe, noncompetitive environment
8. Background information and roles for the simulation experience

**Personal Items**

Personal belongings found in the facilities following an educational experience will be taken to the ENLC Reception Desk located on the 1st Floor in the Student Commons area. Faculty and simulation team members are not accountable for personal items that are left in simulation spaces.

**Computer and Cell Phone Policy**

Technology in the learning environment should be used for learning and not social or work-related purposes.

- Computers may be used for note taking purposes in the classroom.
- Cell phones and other devices must remain on silent or vibrate when in the classroom, simulation, and clinical learning environment.
- Cell phone use is strictly prohibited in the simulation and clinical learning environments for any activities other than to look up information related to care management; or for nurse practitioner, nurse midwife, or nurse anesthesia students, to have direct communication with the faculty, preceptor, and/or supervisor.
- In debriefing room, cell phones and computers are strictly prohibited (cell phones placed in a designated area).

If you anticipate the need to be contacted via your cell phone during a specific class, please speak with the course faculty prior to the start of class.

**Civility**

The NHWSN community thrives on and is strengthened by respect for all persons and diverse perspectives. Any form of incivility, defined as disruptive, ill-mannered, or offensive behavior contrary to the well-being of our community, is unacceptable. This includes all forms of disrespect or disregard for instruction, the faculty, the staff, or a fellow student.

Examples of uncivil behaviors include but are not limited to:

- Use of electronic devices, such as mobile phones, laptop computers, and tablets in clinical or classroom settings for reasons not related to current learning activities,
- Arriving late to classes, clinical rotations, or other agreed upon commitments,
- Use of disrespectful or unprofessional language or behavior when interacting with faculty, staff, peers, patients, or others, including via email. Profanity and other disrespectful language will not be tolerated and will result in a Professional Code of Conduct violation and Honor Council review.
- Participation in distracting, private conversations during learning activities.

Faculty have a range of options at their discretion to address cases of incivility, including the deduction of course points; asking an offending student(s) to leave the classroom, simulation/laboratory, or clinical site; and reporting the incident as a Professional Code of Conduct violation.
Disruptive Behavior

In the event a student, faculty, or staff member is deemed to be disruptive to the Simulation Program’s safe learning environment or acts in an unprofessional way towards other students, faculty, or staff a verbal warning may be issued to the individual(s). During this warning, the participant will be notified of concerns about their behavior. This warning may be given by the Executive Director, Simulation Operations Manager, or faculty member as applicable.

If the disruptive behavior continues, the following action will be taken:

- Discuss the disruptive behavior with the student, faculty, and/or staff member,
- Remove the individual(s) from the Simulation Program at ENLC,
- Document the incident via email to the individual, faculty, Executive Director, Simulation Operations Manager, and individual’s supervisor.

If a pattern of disruptive behavior is identified, the Simulation Program reserves the right to escalate concerns per the Code of Conduct Policy.

Scheduling a Simulation Activity

Simulation Coordinators should enter simulation activity requests using the Simulation Request Form. As requests are entered, the Simulation Operations Manager will meet with the Simulation Coordinator to discuss the details of the activity, review the objectives and discuss timing. The Manager then assigns the appropriate space and modality to meet the objectives of the activity and assure the highest level of realism. The Manager also assigns a Simulation Lead to support the event and schedules it in CAE LearningSpace.

Standardized Patients/Simulated Participants (SP’s)

The Simulation Program at the Emory Nursing Learning Center contracts with Clinical Skills USA and the Human Simulation Education Center at Emory School of Medicine to provide these resources. If this modality best meets the objectives of the simulation activity, the Simulation Operations Manager will determine which vendor can provide the resources required of the scenario and enter the request. The Manager will then connect the vendor with the Simulation Coordinator to ensure case details and orientation for the SP’s is conducted prior to the activity.

Pre-Planning Meetings

Pre-planning meetings are organized with Simulation Coordinators once the Simulation Operations Manager sends schedule confirmations. The assigned Simulation Lead is responsible for scheduling the pre-planning meeting to discuss event set-up and required supplies and equipment. The Simulation Lead is responsible for checking inventory for the required supplies and equipment and will inform the Senior Simulation Operations Specialist (immediately following the pre-planning meeting) of any supplies and equipment that need to be ordered. This must be done three weeks prior to the simulation event to ensure availability of supplies and equipment for the event. The Senior Simulation Operations Specialist is accountable for ordering the required supplies and equipment.
Ordering specialty equipment requires at least a three-week lead time and supplies require at least a two-week lead time to ensure an adequate amount of time to obtain supplies and equipment from vendors. Late requests create the risk of staff not being able to fulfill the request.

Following the pre-planning meeting, if the Simulation Coordinator requires additional and/or different supplies and equipment, this information is shared with the Senior Simulation Operations Specialist. This additional information is added to the room set-up sheet and/or scenario template as needed.

**Environmental, Physical, and Psychological Safety**

The emotional well-being of participants is a principal concern. Policies such as confidentiality are in place to assure participants their privacy. Prebriefing is provided prior to the simulation activity to clarify objectives and orient the learners to the environment and equipment. Simulation staff, faculty, and clinical instructors monitor learners’ responses (i.e., emotional, physical stress/distress) to the simulation experience. In the event a learner experiences stress/distress, a faculty or clinical instructor will discretely accompany the learner from the simulation event to a private space for debriefing. Debriefing is also conducted after the simulation experience for all learners in an appropriate manner that allows for reflection.

**Psychological Safety**

If at any time before or during a simulation event a student, faculty, or simulation staff member feels the activity is lacking psychological safety that person may raise their hand to prevent or stop the simulation activity. If faculty determines the scenario is compromising a learner’s psychological safety, the simulation should cease immediately. If the psychological concern leads to further issues, the faculty will refer the learner to Student Support Services. Staff or faculty must disclose to the student that these options are available upon orienting to the simulation lab.

**Latex Allergies**

All users should be aware that some supplies and equipment may contain latex. Those with a known sensitivity/allergy to latex need to let faculty and simulation staff members know so that proper precautions can be taken, including the use of latex free gloves. All users who suffer from latex allergies should take precautions while using or handling latex by wearing non-latex gloves. Suspected allergies should also be reported as soon as they are apparent.

**Injuries**

In the event of a needle stick or any other injury, a faculty member should be notified immediately so first aid can be provided. If any liquid or other material enters a person’s eye, the eye should immediately be rinsed out with water and a faculty member notified. A first aid kit is in the simulation program at all locations.

Once the injury is stabilized, the Simulation Operations Manager is informed, and the policy in the Student Handbook is followed.
Safety and Emergencies

Medical Emergency
During a medical emergency, employees should provide basic BLS or First Aid Care and call 911 to obtain emergency medical providers if needed.

*Simulation equipment should never be utilized for the care of an actual medical emergency.*

Supplies are intended for practice and use on simulators only. Supplies stocked for the Simulation Program do not undergo the same quality and sterility processes as supplies stocked by hospitals on a continuous basis. Supplies should never be used on a live person.

The Simulation Program has functional AEDs throughout the simulation spaces that can be used during an emergency.

Non-Medical Emergency
All simulation team members, students, and faculty participating in simulation-based learning should ensure that the environment is secure and safe. The Simulation Program has signs posting emergency exit locations. In case of a fire, all persons are expected to evacuate the building. Security needs to be notified immediately.

The Simulation Program follows Emory University policies for non-medical emergencies. Simulation staff, students, and faculty should call 911 in the event of any medical emergency.

Severe Weather
The Simulation Program follows Emory University Severe Weather Policy in the event of inclement weather or a declared weather emergency.

Infection Control
Participants in simulation-based learning experiences need to abide by universal or other posted precautions (contact, droplet, airborne). Any piece of equipment that comes in contact with simulated body fluids is considered contaminated and needs to be handled appropriately. Gloves and other personal protective equipment should be worn as appropriate and disposed of in non-biohazard trash cans after use.
Evaluations and Feedback

Learner and faculty feedback is important to us. To support our efforts to give you best simulation-based learning experience, we are committed to rapid cycle change for continuous improvement of our simulation events.

Learner evaluations are available for completion after each event. Simulation Facilitators should ensure learners complete the evaluations before leaving the Simulation Program.

Faculty evaluations are sent out at the end of the semester. Constructive feedback drives change so we ask that you use the evaluation to provide informed and useful feedback.

Data from faculty evaluations are provided to the simulation team. Survey data is used to make decisions about simulation event improvement. Our performance metrics are:

- 90% of faculty report overall simulation experience as excellent or outstanding
- 90% of faculty report quality of pre-planning meeting met or exceeded expectations
- 90% of faculty report rooms, equipment, and supplies ready when you arrived met or exceeded expectations
- 95% of faculty report staff attentive to your session met or exceeded expectations
- 95% of faculty report staff handled problems promptly and efficiently met or exceeded expectations
Policies and Procedures

POLICY NAME: Confidentiality Procedures
POLICY NUMBER: 001
EFFECTIVE DATE: 04.15.2021
APPROVAL DATE: 04.15.2021
RESPONSIBLE PARTY: Simulation Program at ENLC
REVISION DATE: 06.15.2023
APPLIES TO: Users of the Simulation Program at ENLC
NEXT REVIEW DATE: 06.15.2024

I. PURPOSE

It is the intent of this policy to establish guidelines outlining the procedures for maintaining confidentiality among students, faculty, SPs, and observers, as well as defining the measures taken by the Simulation Program to uphold confidentiality standards.

II. POLICY

All simulation activities carried out within the NHWSN Simulation Program at the Emory Nursing Learning Center are to be treated as confidential. This confidentiality extends to simulation learners, coordinators, facilitators, SPs, and observers who are required to uphold the privacy of these activities at all times. The Simulation Program reserves the right to utilize media captured during simulation activities for training, quality improvement, educational review, or public relations purposes. Users of the simulation facilities are obligated to promptly report any breaches of the confidentiality policy.

III. PROCEDURE

a. Students will sign a Simulation Program user agreement (See Page 10) during the admission process, prior to participating in any simulation activity. Any learner refusing to execute the user agreement will not be allowed to participate in any simulation activity.

b. Students, faculty, coordinators, facilitators, SPs, and staff will not share confidential or sensitive simulated patient information, information of any sort which could serve as identifying information, or information regarding specific patient scenarios outside of the simulation lab.

c. Students, faculty, coordinators, facilitators, SPs, and staff will only share details of participant simulation performances with those who need to know for the purposes of academic support or remediation.

d. Any materials from the simulation activity will be kept confidential and maintained in a secure environment.

e. Observation of simulation activities by non-participants is only allowed with the approval of the Executive Director of the Emory Nursing Learning Center or their designated proxy.

f. Any violations in the confidentiality policy must be reported to the Executive Director of the Emory Nursing Learning Center.

IV. DEFINITIONS

a. Media is considered any video, still photography, and audio in any format,
as well as videotape, video disc, and any other mechanical means of recording and reproducing images.

V. ATTACHMENTS
   a. User Agreement

VI. REVIEWERS/STAKEHOLDERS
   a. ENLC Executive Director
   b. Evans Endowed Distinguished Professor in Simulation and Innovation
   c. Simulation Leadership Team
   d. Simulation Steering Committee

VII. APPROVALS
   a. ENLC Executive Director
   b. Evans Endowed Distinguished Professor in Simulation and Innovation

The Simulation Program at ENLC reserves the right to make exceptions, modify or eliminate this policy and/or its content.
I. PURPOSE
To outline the measures taken by the Simulation Program to ensure the psychological and physical safety of our learners, staff, facilitators, and any other Simulation Program users.

II. POLICY
The Simulation Program at the Emory Nursing Learning Center is committed to providing a safe environment, encompassing both physical and psychological safety. As simulation activities may entail potential physical and/or psychological risks, appropriate procedures have been established to uphold best practices and ensure safety is prioritized.

III. PROCEDURE
a. Protection of psychological safety
   i. Learners’ psychological safety is protected by adherence to confidentiality and learner respect.
   ii. Facilitators are responsible for conducting an effective prebrief, which includes at a minimum, the following elements:
       1. Welcome to simulation.
       2. Fiction contract and confidentiality.
       3. Objectives and expectations.
       4. Orientation to environment and logistics.
       5. Ensure participants are aware of confidentiality and media capture policies.
       6. Assign roles and provide support.
       7. Establish and maintain safe container.
   iii. In the event that an individual (i.e. learners, faculty, SPs, and/or staff) becomes uncomfortable or threatened by the simulation, they may raise their hand to prevent or stop the simulation activity. If faculty determines the scenario is compromising a participant’s psychological safety, the simulation should cease immediately.
       1. A faculty or clinical instructor can discretely accompany the individual from the simulation event to a private space for debriefing.
   iv. Facilitators are responsible for ensuring debriefing is:
       1. Incorporated in an appropriate manner.
2. Constructed, designed or facilitated by a competent debriefer.
3. Promoting self, team and/or systems analysis while encouraging reflection.
4. Planned and structured in a purposeful way based on theoretical frameworks and/or evidence-based concepts.

v. After emotionally intense cases, students may demonstrate emotional distress. When identified, these students are encouraged to contact the staff and/or the counseling center at the NHWSN Emory campus. If psychological assistance is needed beyond the scope they can provide, learners are encouraged to reach out to Emory University’s Counseling and Psychological Services (CAPS).

b. Protection of physical safety
   i. Facilitators are educated and expected to follow the OSHA information for sharps safety found at: https://www.osha.gov/law-regs.html.
   ii. Although the Simulation Program does not use biological or pharmacological agents as part of simulation activities, learners are expected to use appropriate personal protective equipment.
   iii. Learners are instructed regarding appropriate personal attire such as closed-toed shoes to avoid drop injuries.
   iv. Prior to sessions, the simulation space is evaluated by a simulation team member to assess for any spilled fluids, gels, or other potential hazards to the learners.
   v. Learners are supervised by faculty/clinical instructors to directly guide and instruct them to utilize optimal safety techniques.
   vi. Injuries to learners, facilitators, and staff are handled according to the incident reporting process through Student Health Services Campus Life form or Incident Injury or Pathogen Report Form NHWSN (for students or Emory employees).

IV. REVIEWERS/STAKEHOLDERS
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V. APPROVALS
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The Simulation Program at ENLC reserves the right to make exceptions, modify or eliminate this policy and/or its content.
POLICY NAME: Separation of Simulation and Actual Patient Care Materials

POLICY NUMBER: 003

EFFECTIVE DATE: 04.15.2021

APPROVAL DATE: 04.15.2021

RESPONSIBLE PARTY: Simulation Program at ENLC

REVISION DATE: 06.15.2023

NEXT REVIEW DATE: 06.15.2024

APPLIES TO: Users of the Simulation Program at ENLC

I. PURPOSE
This policy ensures that the distinction between simulated and actual clinical equipment is clear and that all equipment and supplies used by the Simulation Program are for ‘simulation use only.’

II. POLICY
To provide information and guidance regarding guidelines for labeling equipment and supplies that are used for simulation use only since the Simulation Program is a stand-alone location outside of a hospital facility, this helps ensure that crossover between simulation equipment and clinical equipment will not occur.

III. PROCEDURE
a. All incoming equipment shall first be inspected by simulation personnel.
b. It is understood and explained to all learners that all hard goods, such as defibrillators, endotracheal tubes, ventilators etc. in the Simulation Program are not allowed to leave the physical facility and are “For Simulation Use Only.”
   A. Simulation equipment capabilities, such as defibrillators utilizing full energy, shall be fully explained to all learners.
c. The Senior Simulation Operations Specialist shall ensure any purchased simulated medication or adjunctive therapy, such as intravenous fluids and blood products, shall be labeled with any of the following:
   A. For Simulation Use Only
   B. Not for Clinical Use
   C. Not for Patient Care
d. Any donated supplies by partners or external hospitals shall be examined. The contents of any real medications, whether expired or not, shall be disposed of appropriately according to local avenues available (for example, local pharmacies, police stations etc.).
e. Donated equipment may be in new/refurbished/expired condition, or previously utilized in a hospital simulation setting. Equipment that has been used clinically shall be accepted in the Simulation Program after full sterilization as per hospital protocol and shall not be returned to the clinical setting. All donated supplies including medications from partner or external hospitals shall be labeled “For Simulation use Only.” Any equipment/supplies located outside of the storage areas must be labeled as this is considered “in
f. Before learners begin simulation activities, they will be reminded that all equipment and simulated medications are not for personal or hospital use.

g. Signs are posted on the wall at the entrances and exits of the Simulation Program to indicate that no actual healthcare supplies are allowed in the Lab and no simulated supplies or medications are allowed to leave the Lab.

IV. REVIEWERS/STAKEHOLDERS
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V. APPROVALS
   a. ENLC Executive Director
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The Simulation Program at ENLC reserves the right to make exceptions, modify or eliminate this policy and/or its content.
**POLICY NAME:** Storage and Maintenance of Equipment and Supplies  
**POLICY NUMBER:** 004  
**EFFECTIVE DATE:** 04.15.2021  
**APPROVAL DATE:** 04.15.2021  
**RESPONSIBLE PARTY:** Simulation Program at ENLC  
**REVISION DATE:** 06.15.2023  
**APPLIES TO:** Simulation Program at ENLC  
**NEXT REVIEW DATE:** 06.15.2024

I. PURPOSE  
To ensure equipment and supplies are properly stored and maintained by the Simulation Program at the Emory Nursing Learning Center.

II. POLICY  
Appropriate storage, maintenance, timely repair, and service of equipment and supplies must be ensured for the longevity of the Simulation Program’s equipment. The Simulation Program maintains warranties and service agreements on simulation purchases whenever possible and records all agreement terms, duration, cost and vendor contact information. The Simulation Program incorporates the cost of warranty renewals and service agreements in its annual operating budget.

III. PROCEDURE  

a. Led by the Senior Simulation Operations Specialist with the Simulation Technicians, the following maintenance plan for trainers/manikins/equipment should be followed:

1. After each use:
   a. Wipe down all manikins and low fidelity skills trainers to remove all adhesives, moulage and markings.
   b. Drain all fluids and the flush tubing system. Top off all fluids as needed.
   c. Clean and disinfect all American Heart Association course materials (masks, valves) in conjunction with AHA guidelines.
   d. Assess all task trainers, manikins and medical equipment for obvious damage, leaks, necessary part replacements, and cleanliness. If not in use or scheduled to be used, once wiped, drained and dried, store in appropriate area.
   e. Check supply of sheets, replace as needed. Change dirty/wet linen and clothing.
   f. Set aside course disposables to be inventoried by Lead Simulation Operations Specialist. Once inventoried, unused disposables should be returned to storage.
   g. Power off simulators, PCs and wall monitors.

2. Weekly:
   a. Clean and inspect all equipment.
   b. Wipe down skin/cover. Remove any adhesive, moulage...
or markings left on skin.
c. Calibrate all sensors and monitors (including VR systems).
d. Turn on and test all electronic devices, check/replace batteries as needed.
e. Run associated programs that control equipment.
f. Drain all fluids and the flush tubing system. Top off all fluids as needed. Add antifungal agent as needed.
g. Change dirty/wet linen and clothing.

3. Monthly:
   a. Inspect (and if needed replace) all disposable parts.
   b. Assess for wear and tear that might need major work or factory service.

4. Annually:
   a. The Senior Simulation Operations Specialist schedules and coordinates preventative maintenance of equipment through respective vendors.

5. As Needed:
   a. When there is a non-routine issue with a piece of equipment, the Senior Simulation Operations Specialist should be notified via email. The Senior Simulation Operations Specialist will attempt to troubleshoot and resolve the situation. If this isn’t possible, they will contact the vendor to determine next steps. If there is no resolution to the problem within five working days, they will escalate the issue to the Executive Director.

   b. Access to the Simulation Program’s supply and equipment areas are restricted. Equipment and supply storage areas remain locked and badge access is restricted to core Simulation Team Members (see Organization Chart on Page 9).

   c. Use of Equipment - To assist in the longevity of equipment, equipment shall be used only as designed. If there are any questions regarding the proper use of a piece of equipment, staff should be consulted. Misuse of equipment shall be reported to a faculty or staff member.

   d. Faculty and clinical instructors teaching in the Simulation Program shall complete an orientation prior to starting with any course that utilizes the Simulation Program.

   e. Simulators
      i. Simulators shall be used with respect and treated as if they were living patients. Disrespecting or manipulating a human simulator inappropriately shall not be tolerated. Students shall practice proper hand hygiene and gloving when interacting with simulators.
      ii. Simulators shall not be removed from beds. If a simulator must be moved contact a simulation team member for assistance. When moving simulators, proper body mechanics shall be enforced to avoid injury to self or damage to equipment.

   f. Betadine, ink, oil-based makeup, sharpies, ink pens, and other solutions may
permanently stain the simulator's skin and shall not be used in proximity to any human simulator. Any end user shall contact a simulation team member before attempting to clean/wipe any of the simulator’s skin. Special cleaning products are available upon request.

g. Supplies needed for simulation-based learning experience will be provided as requested by Simulation Coordinator and Facilitators. Clinical equipment, such as stethoscopes and calculators, will not be provided. Should supplies run low, a simulation team member should be notified. Supplies will be returned to the same location and in the same condition in which they were received whenever possible. Some supplies may be reusable and will be restocked when not in use. Needles/sharps are never to be reused and should be disposed of in sharps containers.

h. Laundry will be delivered and picked up every other week. Additional deliveries and pick-ups may be arranged on an ad hoc basis.

i. Clean-up
   i. Clean up will be completed by the simulation team. Simulation team members will assist and aid with the supplies that need to be re-stocked or stored in other areas. All empty packaging and trash shall be placed in the appropriate receptacles.
   ii. Porter services (through building management) will clean the floors and countertops each evening. They will not clean medical equipment or simulators, as this is the responsibility of the simulation team.
   iii. Soiled linens should be placed in a laundry hamper. When the hamper bag becomes full, a simulation team member will place the full bag in the soiled laundry bin and a new bag placed in the hamper.

IV. REVIEWERS/STAKEHOLDERS
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V. APPROVALS
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The Simulation Program at ENLC reserves the right to make exceptions, modify or eliminate this policy and/or its content.
I. PURPOSE
To provide information and guidance regarding how the Simulation Program records video, maintains security of video records and data confidentiality, distributes video recordings, destroys video recordings and how access is managed.

II. POLICY
All simulated clinical experiences may be subject to audio/video recordings, livestream viewing, and/or photographs. The Simulation Operations Manager is responsible for ensuring the proper permission, access, retention, and deletion of these videos.

III. PROCEDURE
a. Videos will be stored on a secure server for review. As with other data captured during simulations, video recordings are confidential and will only be released to faculty or individuals with authorized access. Videos are stored securely and only released to individuals with authorization to access the student record.
   i. All materials shall be recorded using the current audiovisual software – CAE LearningSpace.

b. The Simulation Operations Manager, in collaboration with the Academic Technologist, has the responsibility of ensuring secure storage of video recordings and maintaining a log of video files.

c. Recordings are for educational purposes and debriefing opportunities with appropriate faculty, staff, and students. The required user agreement signed by students protects privacy and discourages inappropriate discussion of video contents or student performance during an on-campus clinical experience.

d. Any viewing or publication of recorded material outside of the Simulation Program, such as posting on social media, is unacceptable and unethical and will result in disciplinary action.

e. Photography and digital recordings by participants are prohibited during any simulation event unless permission has been granted in advance.

f. The Simulation Program reserves the right to retain and use video recordings and media for purposes including but not limited to, education, research, clinical care;
   ii. public relations, marketing, and/or fundraising.

g. It is the position of the NHWSN that video recordings are not part of the academic record of significance for assessment and grading purposes. Rather, the scoring metrics are the definitive assessment of student performance during
simulation. Videos are used to verify the accuracy of scoring metrics used during simulation and for quality assurance purposes.

h. It is the position of the NHWSN that videos do not need to be retained for the same duration as required for official records of student performance in an academic program. However, retention of participant videos depends on the purpose of the simulation and its specific role in formative versus summative evaluation.

i. For the purposes of simulation capture recording and retention, the following should be considered the minimum time a recording will be retained. Simulation capture may be retained longer than defined below if they are archived and stored in a secure manner.

   i. Recordings acquired for summative evaluation of students: standardized patients or where faculty complete a scoring metric during or after the simulated encounter. Detailed scores are securely kept indefinitely in the online database as a portion of the academic record. Scores are provided to academic programs for grading and promotion decisions.
      A. Unless otherwise specified by the academic program, it is policy to securely retain simulation capture records for one year after completion of the educational exercise.

   ii. Recordings acquired for formative evaluation of student performance: These activities are typically instructional activities that do not substantially contribute to a learner grade. Standardized patients or faculty may or may not complete a scoring metric during or after the simulated encounter, however, this metric is typically used to provide feedback to learners to promote learning rather than grading decisions.
      A. It is policy to securely retain simulation capture records for one year after completion of the educational program.

   iii. Recordings used to promote quality improvement: These include simulation captures as part of case development, piloting, or training. Additionally, these cases may include actual student encounters, but used in a secure and appropriate manner to calibrate simulation performance, demonstrate rater-reliability, and enhance the overall quality standards of the simulation program.
      A. It is policy to securely retain records for one year after completion of the educational program. However, records approved for future training purposes may be retained indefinitely to meet future training needs.

iv. Recordings acquired for research:
   A. Recordings acquired for approved research purposes will be released to the Principal Investigator (PI).
   B. Recordings will be retained by the Simulation Program per the specifications of the approved research study.
   C. Once the PI or research team has custody of the recordings, the Simulation Program no longer assumes responsibility for their secure storage or retention.
   D. Unless otherwise noted by the research protocol, the Simulation Program will retain server simulation capture for one year after
the simulation.

v. Recordings may not be retained for an unspecified period of time.

j. Learner access:
   i. Learner access to recording software is password protected.
   ii. Learners shall only be permitted to view the simulations/scenarios in
       which they participated, unless preapproved by their peers as a method of
       gaining experience due to an absence during a course.
   iii. Once the video is downloaded and provided to a learner or requesting
        party, the Simulation Program assumes no liability for the ongoing
        security, content maintenance and distribution of the recordings. Those
        responsibilities shall be transferred to the requesting party.
   iv. Learners from external contractors and institutions, will be notified prior
       to a learning event that video recordings may be distributed to their
       respective institutions.

k. The Simulation Operations Manager is responsible for the deletion of videos
   from the current audiovisual capture system – CAE LearningSpace.

IV. REVIEWERS/STAKEHOLDERS
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   d. Simulation Steering Committee

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The Simulation Program at ENLC reserves the right to make exceptions, modify or eliminate
this policy and/or its content.
I. PURPOSE
   To provide information regarding the Simulation Program’s guidelines for records retention and the repositories for maintenance and retention.

II. POLICY
   The Simulation Program is committed to confidential control and retention of records for the protection of the learners, staff, faculty, and educators. The Simulation Program is also committed to protecting confidentiality of the learners. Please also refer to the Video Recording and Maintenance Policy.

III. DEFINITIONS
   a. Records include but are not limited to any written, electronic, or recorded material associated with a simulation activity.

IV. PROCEDURE
   a. Records that include an individual’s identifying information shall be safeguarded.
   b. Printed documents with sensitive information shall be kept confidential until they are disposed of by shredding. Records maintained by NHWSN and the Simulation Program are maintained and safeguarded as per FERPA guidelines.
   c. Documents created by the Simulation Program will only be accessible by simulation team members and NHWSN faculty and clinical instructors.
   d. Electronic records are stored on a secured server and accessible by permission.
   e. Simulation team members will ensure computers (in all simulation spaces) are off and/or locked when they are away from desks to maintain security of any sensitive information. Accessible shared drives are password protected.

V. REVIEWERS/STAKEHOLDERS
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VI. APPROVALS
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The Simulation Program at ENLC reserves the right to make exceptions, modify or eliminate this policy and/or its content.
I. PURPOSE
To provide information and guidance regarding the prioritization of resources including space and equipment to ensure utilization is in alignment with the overall mission and vision of the Simulation Program.

II. POLICY
The Simulation Program will make every effort to accommodate all requested activities. If a resource conflict occurs, the following priorities will guide the decision.

III. PROCEDURE
   a. In alignment with our mission, first priority scheduling is assigned to NHWSN pre-licensure and post-licensure educational activities.
      i. Simulation Coordinators are required to enter requests for all activities using the Simulation Request Form and then meet with the Simulation Operations Manager and the assigned Simulation Technician team members to plan scheduled simulation activities and time requirements.
      ii. Should a conflict arise between simulation activities, priority will be given to the activity that is most urgent/necessary in the curricular design, and summative evaluation activity(ies) will be prioritized over formative evaluation activity(ies). If needed, the Associate Dean for Education will be consulted to help guide prioritization.
   b. Second priority will be given to NHWSN funded research and training related activities.
   c. Third priority are NHWSN faculty training events.
   d. Fourth priority will be given to Emory Healthcare Nursing.
   e. Fifth priority will be given to Emory Healthcare and Emory Healthcare affiliates.
   f. Sixth priority will be given to other scheduled continuing education events and any NHWSN external contracts.
   g. Seventh priority are community events.
   h. Tours must be requested in advance and approved by the Executive Director of the Simulation Program or their designated proxy. Tours can be requested using the Tour Request Form.
      i. Tours will respect the simulation learning environment when learners are present.
   i. As part of prioritization, specific time slots may be reserved for pre and post licensure activities utilizing the policy as described above. It is understood that if a facilitator reschedules outside of their allotted time slot, that open time may be scheduled by the simulation program for other simulation activities.
j. Priority use of simulation resources and equipment will follow the same order as listed above.

k. Fiscal resources will be used to prioritize purchasing of supplies and equipment following the same order as listed above.

l. The School of Nursing maintains a continuous recruitment strategy for the faculty and clinical instructors that act as Simulation Coordinators and Facilitators. The number of Facilitators assigned to Clinical/Simulation Courses is in alignment with the number of contact hours and number of students in the course. The Senior Director of Simulation-Based and Clinical Education ensures that those assigned have the appropriate expertise and experience to meet the learning objectives of the course.

m. All simulation requests should be entered using the Simulation Request Form.

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The Simulation Program at ENLC reserves the right to make exceptions, modify or eliminate this policy and/or its content.
POLICY NAME: Complaint and Feedback Process
POLICY NUMBER: 008
EFFECTIVE DATE: 01.15.2024
APPROVAL DATE: 01.15.2024
RESPONSIBLE PARTY: Simulation Program at ENLC
APPLIES TO: Users of the Simulation at Program at ENLC
REVISION DATE: 
NEXT REVIEW DATE: 06.15.2025

I. PURPOSE
To provide procedures regarding how complaints and feedback processes are managed within the Simulation Program at the Emory Nursing Learning Center.

II. POLICY
The Simulation Program at the Emory Nursing Learning Center is committed to ensuring any conflicts and/or issues are efficiently managed, while promoting a collaborative and accommodating environment for all stakeholders involved.

III. PROCEDURE
a. If a conflict should arise in the Simulation Program, students should initially address their concerns with the Simulation Coordinator/Facilitator.
b. If conflict remains unresolved, the student should discuss the issue with the Clinical Course Coordinator.
c. Feedback and concerns can be submitted to the Simulation Program using the Simulation Program Feedback Form.
   A. Concerns or complaints may come from any users of the Simulation Program at ENLC, including students, faculty, staff, SPs, and others.

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I. PURPOSE
To ensure the development, review, and implementation of simulation scenarios adhere to best practices and align with the mission and vision of the Simulation Program at the Emory Nursing Learning Center.

II. POLICY
The Simulation Program at the Emory Nursing Learning Center is committed to ensuring all simulation activities are designed following best practices. All simulation scenarios must be reviewed for content and feasibility by the simulation team. Scenarios must be submitted by established deadlines to allow time for review, scheduling, training, supplies acquisition, and set up as necessary.

III. PROCEDURE
a. Simulation activities should be designed following the Healthcare Simulation Standards of Best Practice™ Simulation Design as follows:
   A. Conduct a needs assessment to identify the educational gap.
   B. Analyze the results of the needs assessment.
   C. Formulate the measurable objectives of the simulation scenario.
   D. Select the appropriate learning theory to align with objectives.
   E. Utilize the Simulation Program’s Design Checklist and the NLN Simulation Design Template/Skills Lab Template found on the website to create the simulation activity.

b. Once the activity is drafted, complete and submit the Simulation Request Form.
   A. As requests are entered, the Simulation Operations Manager will meet with the Simulation Coordinator to discuss the details of the scenario.
   B. New simulation activities meetings will include the Simulation Nurse Educator for review.
   C. During the planning meeting, the Simulation Team will review the design checklist and simulation design template to ensure alignment with best practices and the Program’s mission and vision. The review will include:
      a. Mission and Vision
      b. Analysis of needs assessment
      c. Measurable objectives
d. Purpose and theory of the activity  
e. Clinical scenario or case  
f. Equipment needs  
g. Evaluation tool  
h. Participant preparation  
i. Prebriefing elements  
j. Debriefing guidelines  

c. Once the activity has been reviewed, the Simulation Operations Manager will assign the appropriate location and modality to meet the objectives of the activity and assure the highest level of realism.  
d. New simulation activities will also require a “dry run” at least one week prior to the scheduled course. This ensures that the scenario is technically viable, lets simulation staff understand how the instructors would like the case to develop and allows for any necessary revisions.

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