

STANDARD PATIENT (SP) PACKET

GENERAL GUIDEBOOK

JANUARY 17, 2024

Date

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THANK YOU FOR IMPROVING PATIENT CENTERED CARE! SIMULATIONS FACILITATE BETTER EXPERIENCES AND OUTCOMES FOR PATIENTS, THEIR FAMILIES, AND THE HEALTHCARE TEAMS THAT ARE PARTNERING WITH THEIR PATIENTS.

Simulations are an important part of training that offer attendees the chance to apply their learnings and practice their newly learned or refreshed skills with you, the live standard patient.

Training attendees have shared how important the simulation experience is in helping them to better understand their skills and abilities alongside their confidence levels. The simulations help participants to know what to work on to improve their interactions with their patients.

“How gracious and responsive the simulation (patient) subject was... I will carry it forward to my practice...feels easily approachable and implementable. The feedback from the simulation was very helpful!”

This general guidebook covers best practices for training simulations and general resources including instructions for the sign-up tool that Mi-CCSI utilizes called SignUpGenius.

Training specific guidebooks will cover training specific agendas, cases, forms, scripts, troubleshooting, etc. The training specific guidebooks are distributed to SP participants alongside SP Simulation Training and Refreshers.

BEST PRACTICES

SIGN UP FOR SIMULATIONS

Sign up for simulations utilizing SignUpGenius

- SPs will receive an emailed invite from SignUpGenius to sign up. Once you sign up, you will receive an automated email confirmation from SignUpGenius and be able to add it to your digital calendar if you choose.
- SPs can always check their scheduled simulations or sign-ups for others by logging into their profile on SignUpGenius.

For issues or questions using SignUpGenius, please refer to the tutorial guide on later pages of this handout or outreach to Amy at amy.wales@miccsi.org or 989-287-4125 for assistance.

CANCELLATION

If you become unavailable for simulation, we ask that you let us know as soon as possible by following one of the following options.

1. **Cancel/delete** in SignUpGenius

Please do this if this change is **2 WEEKS OR MORE** in advance of the upcoming training. Please also notify Amy of the change via email or phone call.

2. **Swap** with another SP in SignUpGenius

Please be sure to connect with the other SP before doing this and notify Amy Wales of the change via email or phone call

3. Emergent last-minute cancellations should be done by **emailing or texting** Amy Wales at amy.wales@miccsi.org or (989) 287-4125.

If Mi-CCSI is forced to reduce the number of SPs within 24 hours of training or if you signed up as a backup and were not used, Mi-CCSI will provide payment of 50% for the session (minimum of 2 hours).

NOTIFICATIONS

All participating SPs will receive

- An automated reminder email out of SignUpGenius **14 DAYS IN ADVANCE** of the training.
- A reminder email from Amy **5 BUSINESS DAYS IN ADVANCE** of training. This will also be a reminder if you sign up for a training course that is less than 14 days in the future.
- Additional information and participant assignments **1-2 DAYS IN ADVANCE** of the training.

Last minute coverage (if you are asked to cover for another SP or acting as a backup SP), you will receive

- A reminder from Amy **5 DAYS OR AS SOON AS POSSIBLE** in advance of the training.
- Notification **WITHIN 24 HOURS** with participant assignment.

Once simulation starts

- SPs will receive text reminders, notifications, and any additional information.
- Feel free to outreach via text if issues occur or to send feedback on each round.

TIME TRACKING

Please provide your time in email format for each completed training. A time tracking tool is in development and will be rolled out soon!. More information and tutorials are forthcoming.

For questions on how to submit time, use the tool or if you do not receive payment within five business days, outreach to Amy Wales at amy.wales@miccsi.org or 989-287-4125 for assistance.

RESOURCES **NEW!**

A SP Resource page on the Mi-CCSI website is currently in development. This will include the cases, best practice videos, handouts, links to SignUpGenius, online feedback forms, and time tracking tools, and other resources at:

<https://www.miccsi.org/simulation-resources/>

Password: SPSimulation

We will notify you when the resource page development is complete!

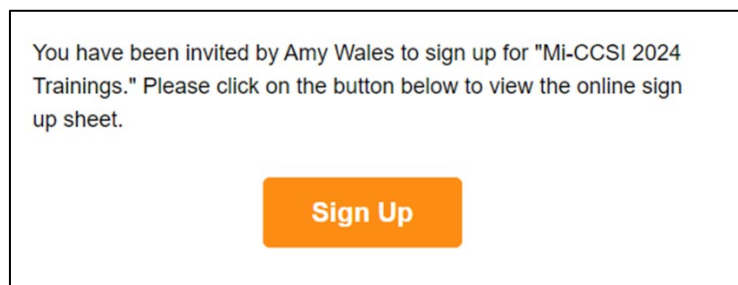
SIGNUPGENIUS

Mi-CCSI utilizes SignUpGenius an online scheduling tool to allow SPs to sign up, view, and manage their simulation dates.

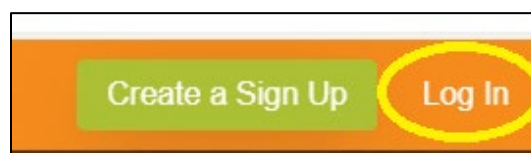
Creating a SignUpGenius (SUG) account only requires your email address and a password. You will not receive any spam or junk mail.

LOG-IN

1. Receive the email with link to the sign-up form from Mi-CCSI and click on the link

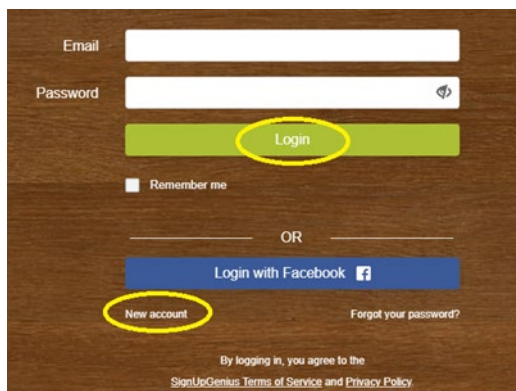


2. Click on “**Log In**” in the upper right corner if you have an account or “**Create a Sign Up**” to create an account.

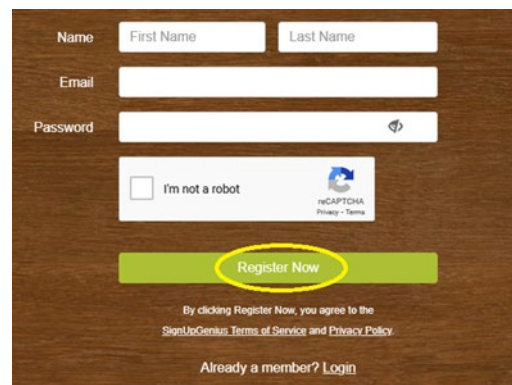


If you have a SUG Login, enter your email and password and click on **“Login”**.

If you do NOT have an SUG Login, click on **“New Account”** and follow the instruction to the right. >>

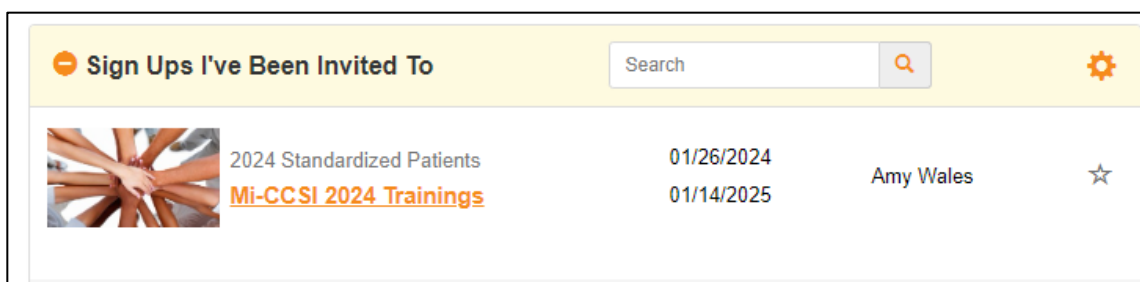


Enter your information and record your password. Click on **“Register Now”**. You will need to confirm your email address by replying to an email. Check your email and click on **“Register for a SUG account”**. Once registration is complete, **login** with your new account.



SIGN-UP

- Once you create your login, you will be directed to the sign up to which you were invited. Click on the orange Mi-CCSI 2024 Training link to sign up.



- You will be directed to the sign-up grid. Each available training listing will include the training date/times, the training type, and the available slots open. You may select to be a primary SP or to be a back-up SP. To sign up for a training slot, click on the blue Sign Up button.

Dates shown as mm/dd/yyyy EST

Date	Location	SP
01/26/2024 12:30pm-2:30pm Friday	Patient Engagement Virtual/Telephonic Simulation	SPs 5 of 7 slots filled Kay Meyer  Nancy Rude  Cathie Carpenter  peter paplawsky  Cara Paplawsky  Back-up SP 2 slots available

- Once you have selected your slots, click SAVE & CONTINUE at the bottom of the screen.



4. You will be directed to a confirmation page to verify and click Sign Up Now

Sign me up for:

SP	Date (mm/dd/yyyy - EST)	My Comment	Quantity
SPs	Fri., 01/26/2024 12:30pm - 2:30pm		1
SPs	Tue., 02/13/2024 1:45pm - 5:00pm		1
Back-up SP	Thu., 02/22/2024 12:30pm - 2:45pm		1
Back-up SP	Tue., 01/14/2025 1:45pm - 5:00pm		1

Sign up as: Amy Wales (allannah@yahoo.com) [This isn't me](#)

☐ Display an alternate name on the sign up (like a child or spouse)

By signing up, you agree to the SignUpGenius [Terms of Service](#) and [Privacy Policy](#).

5. Once you sign up you can add the dates to your digital calendar or edit your sign up. You will also receive a confirmation email with all your sign ups.

6. If you would like to amend your sign ups in the future, you can do so by clicking on the View Sign Up link in your confirmation email or logging into SignUpGenius at: <https://www.signupgenius.com/> Once you login, you will see a listing of all your sign ups and you will have the ability to edit, delete (or cancel), or add the date to your calendar

Sign Ups Try Premium For Free

Items I Signed Up For

Date	Time/Loc	Sign Up	Item	Action
01/26/2024	12:30 PM - 2:30 PM	MI-CCSI 2024 Trainings	SPs Back-up SP	Edit Delete Calendar

- If you need to cancel (delete) your calendar sign up, click the delete icon (X) and you will be redirected to a confirmation page to add a comment and complete or cancel the deletion.

2024 Standardized Patients

Mi-CCSI 2024 Trainings

Are You Sure?

Are you sure you want to delete your sign up for "Mi-CCSI 2024 Trainings"?

01/26/2024 (Fri) 12:30PM - 2:30PM EST - SPs - Patient Engagement Virtual/Telephonic Simulation

This sign up will be permanently removed. There is no undo.

Notification will be sent to the sign up administrator (Amy Wales) with the following comment:

YES - DELETE

NO - CANCEL

- You may also edit, delete, or potentially swap dates with another SP directly from the sign-up grid.

Back-up SP

Sign Up

1 of 2 slots filled

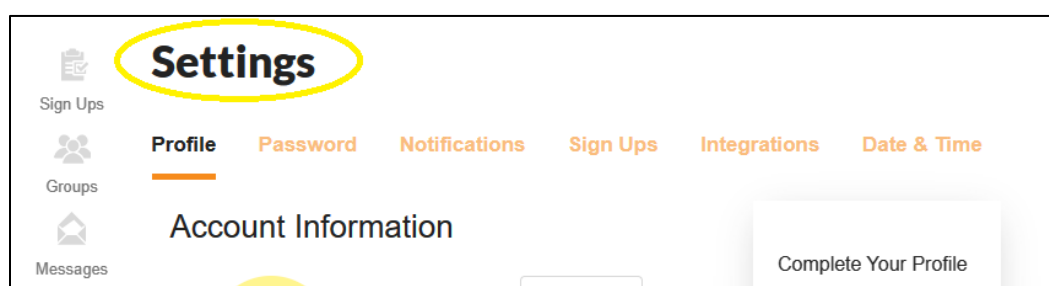
Amy Wales

SETTINGS & TROUBLESHOOTING

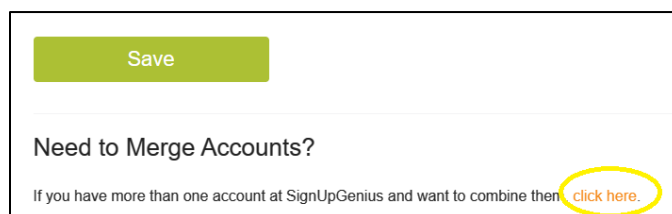
1. When you login, there is a hidden menu. To access, click on Gravatar (this is the circle with your initials or avatar in it).



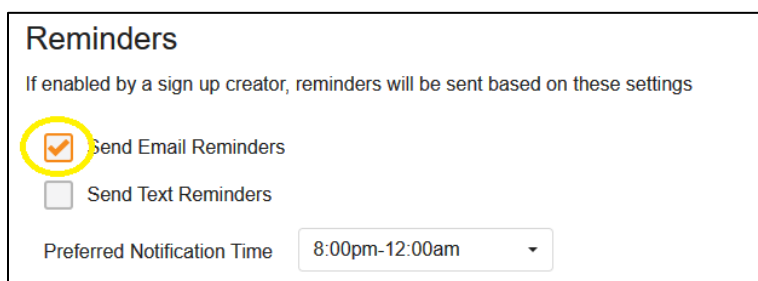
2. A drop-down menu displays.



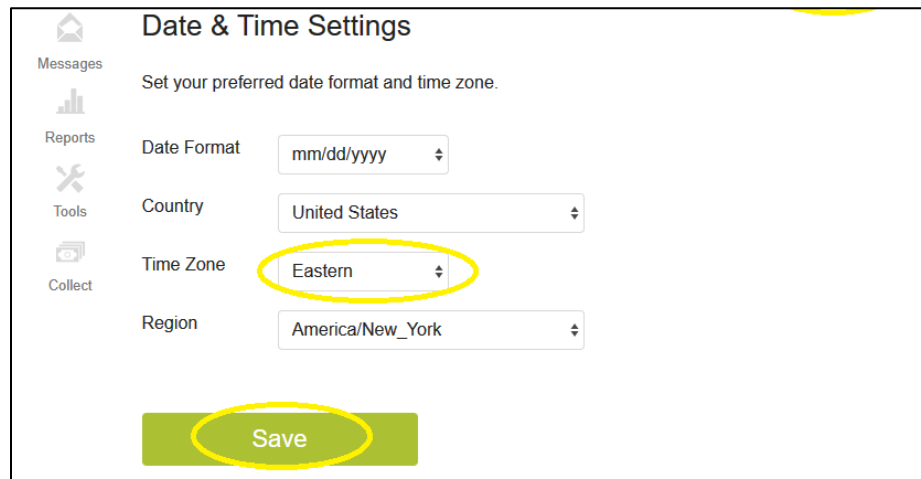
3. From the Settings Menu, click on **“Profile”**. You can change contact details, name, organization, photo. Click **“Save”** to save changes. To Merge or combine accounts. If you have a new email address, you can set up a second SUG account with your new email address. Then, you can combine the two accounts and place all sign-ups under the new email address. Select **“Click here”** and follow the instructions.



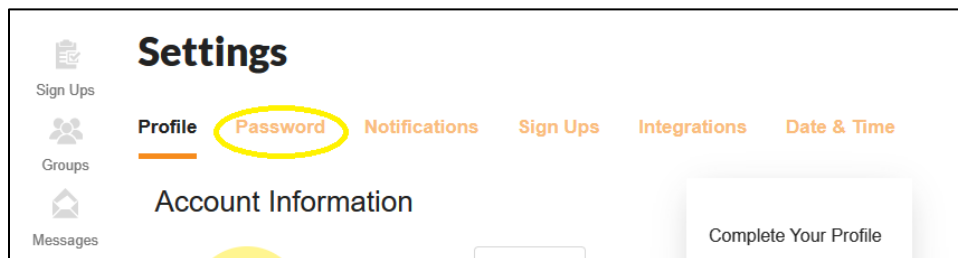
4. On the setting screen, click on **“Notifications”**. It is important that Send Email Reminders is checked, otherwise you will not receive important reminders about upcoming events.



5. Select Date and Time from the Setting Menu. Make sure you have the correct time zone selected. The system defaults to central time.



6. If you want to change your password once you have logged in, click **“Password”** on the settings screen. Enter and confirm your new password. Click on **“Update”**.



If you have forgotten your password, click on the **“forgot your password?”** option on the SUG Login page. Add your email address and click on **“Reset Password”**. A new password will be sent that address

