Innovation & Discussion: Snapshot Abstract
Theme: Administration
Title: Analyzing the SP Recruitment Process

Introduction: Due to the pandemic changing our schedules in 2020, we carved out time to analyze our
Standardized Patient (SP) recruitment process at our institution. We will present the step-by-step
approach that we took to analyze those tools and processes. We will also share the diversity and
inclusion principles used to generate discussion centered on our organization’s core values and the
necessary skills for SP work.

Description: The ASPE Standards of Best Practice direct SP Program Managers to “recruit and maintain a
cohort of SPs that reflects the diversity of the people they represent in simulation activities (4.5.3).” As
we investigated our tools and process for recruitment, we considered the ASPE SOBP in our analysis
(4.5.2). Analyzing a recruitment process with input from the entire team was important to secure buy-in
from all members. By inviting the whole team to think about and discuss what skills defined our best
SPs, we started from the end result and worked backward. This approach allowed us to broaden our
view around who makes a “great” SP, defining that person by the skills they exhibit rather than by
presupposing that their past educational or professional experience indicate proficiency or excellence in
those skills.

Discussion: We will walk participants through each step of our process, along with the diversity and
inclusion principles and research that accompanied our analysis. We will share the changes we have
made, so far, along with our plans for the future. Finally, we will provide participants with a clear path to
embark on the recruitment analysis process themselves along with more resources to guide them
toward a more inclusive and diverse workplace.

Conclusion: By giving careful consideration to the values and specific skills required for SP work, we can
broaden the way we view SP recruitment. Our goal is to provide a clear path toward a more diverse and
inclusive community of Standardized Patients in our program and throughout our field.

Planned Format:
15 min Discussion and Presentation (pre-recorded)

References:

   DOI: 10.3912/OJIN.Vol24No01PPT20
   leadership: the case of the NFL’s Rooney rule, American Law and Economics Review, 18, issue 1, p.
3. Engers, A. (2021). Diversity hiring is more than a checkbox. Building a diversity, equity, and inclusion
   recruiting strategy. Mac’s List. https://www.macslist.org/for-employers/diversity-hiring-diversity-
   equity-and-inclusion-recruiting-strategy

Other references (complete list):


Analyzing the SP Recruitment Process

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THE WORLD IS TEMPORARILY CLOSED
STANDARDIZED PATIENT APPLICATION

Application for Employment as a Standardized Patient (SP)
National Center for Clinical Skills Testing

First Name: ___________________ M.I. ___________________ Last Name: ___________________

Address: ___________________
City: ___________________
State: ___________________
Zip: ___________________

Home Phone: (_______-_______-_______) ___________________
Cell Phone: (_______-_______-_______)
Email Address: ___________________

Are you over 18? Yes No
Are you legally eligible for employment in the U.S.? Yes No
How did you hear about SP work at NBOME? ___________________

Job Requirements - This is a partial list of job requirements to work as an SP. If you consent to and are able to perform the following, please check Yes. If any of the following would be difficult or impossible for you to perform or you do not consent, please check No.

- Employment physical to certify your health?
  - Yes
  - No

- Portraying (simulating) a patient?
  - Yes
  - No

- Being examined as though you were a real patient?
  - Yes
  - No

- Learning to document medical student skills using a computer?
  - Yes
  - No

- Dressing as a patient?
  - Yes
  - No
  - Men’s gown and underpants; Women’s gown, underpants, bra (no sports bras)

- Being physically examined (touched on bare skin) by a medical student?
  - Yes
  - No

- Lowering or removing the gown (but not the undergarments)?
  - Yes
  - No

- Being on camera and videotaped as a patient?
  - Yes
  - No

- Having the videotape reviewed by NBOME staff?
  - Yes
  - No
STANDARDIZED PATIENT APPLICATION

WHAT WE UPDATED

Please Read Job Requirements before Proceeding with Application

Being an SP can be a very rewarding job, but it comes with elements of challenge and discomfort: SPs simulate patient encounters with medical students who reflect a range of skill levels. You would need to be in the exam uniform (hospital gown, undergarment, and socks for men; hospital gown, undergarment, socks, and bra for women) during the encounters (a robe will be provided for use between encounters) and undergo 12 patient encounters a day, including non-invasive physical examinations. The gown will be lowered and/or raised during physical exams and candidates will touch/pin on you as needed to perform the exams. (Note: undergarments will not be removed and candidates are not allowed to perform invasive maneuvers.) All encounters are recorded for quality assurance, scoring and training needs. SPs perform a vital service to the public, helping to ensure that the medical students who graduate and enter residency training meet the minimum standards to protect public safety.

Availability

The NBOME hires SPs as part-time-as-needed contract employees. We schedule SPs based on the needs of the exam. Accordingly, we are unable to guarantee a certain number of hours, and the shifts for which an SP is scheduled may vary. The more shifts for which an SP provides availability, the more chances that SP has to be scheduled. The minimum number of days for which an SP must provide availability in a given month is 12. Please note that these 12 days must be days on which exams are scheduled.

Monday 8 AM - 3:30 PM 2 PM - 9:30 PM
Tuesday 8 AM - 3:30 PM 2 PM - 9:30 PM
Wednesday 8 AM - 3:30 PM 2 PM - 9:30 PM
Thursday 8 AM - 3:30 PM 2 PM - 9:30 PM
Friday 8 AM - 3:30 PM 2 PM - 9:30 PM
Saturday 8 AM - 3:30 PM (PM exams in PA and IL locations only)

Our Mission

We take our mission of protecting the public seriously. SPs provide a vital service by helping us to evaluate which medical students meet minimal requirements to move on to additional training within a residency program and which first need additional training within their medical schools. It is not an easy job. We appreciate the work of SPs and your interest in joining the SP team at the NBOME. Please look over your application before submitting it, making sure all information is accurate and complete. We bring on SPs who meet our current needs for certain cases. Applications will remain on file for one year. Our needs change, so you may be contacted at any time during that period.

Confirmation

I understand that, if hired, I will need to:
- Provide a minimum availability of 12 days each month.
- Wear the SP uniform of hospital gown, undergarment, and socks, plus a bra for women.
- Undergo 12 encounters with medical students each day.
- Undergo non-invasive physical examinations in encounters, recognizing that this may include lowering/raising/removal of the gown and touching or pressing on the skin.
- Be recorded during the encounters, with these recordings reviewed for quality assurance, scoring and training purposes.

Agree to the job requirements? [ ] Yes [ ] No
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WHAT WE UPDATED
Join us in our mission to protect the public!
ATTRIBUTES OF EXEMPLARY SPS

ASSESSMENT DURING RECRUITMENT/HIRING PROCESS

• Series of meetings over several months
ATTRIBUTES OF EXEMPLARY SPs TO ASSESS

ATTRIBUTES/SKILLS IDENTIFIED—TOP VOTE-GETTERS AMONG TEAM

- Mindfulness / Focus / Observational Skills / Recall
- Reliability
- Listening

Others included in list:
- Tolerate *appropriate* discomfort, especially over time
- Ability to follow rules—respect for rules
- Computer Literacy
- Discretion/Judgment
- Good Will/Cooperation
PLANS FOR FUTURE

ASSESSMENT DURING RECRUITMENT/HIRING PROCESS

• Is there one assessment that can accomplish many of the things on our “wish list”? Can we test any new assessments on existing SPs and involve them in that process?

• Suggestions of consulting with psychologist we have on staff to explore appropriate, more “formal” assessments we may want to explore.

• Have members of the training team participate in the entire hiring process for SPs (for at least one go-'round)
REFLECTION QUESTIONS

• How do you define diversity in recruiting SPs?
• In what ways are you inclusive in your recruitment process?
• Considering what you already do well, how will you determine what gaps exist in your recruitment process?
• What have you learned in this presentation that will help you in refining your SP application/recruitment process?
Contact Us

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