

Virtual Patient Care Simulation Guide for Facilitators

Virtual Care Definition:

"Virtual care has been *defined* as any interaction between patients and/or members of their circle of care, occurring remotely, using any forms of communication or information technologies with the aim of facilitating or maximizing the quality and effectiveness of patient care."¹

Broad objectives:

In the ambulatory virtual care setting, the student will:

- Demonstrate the basic ability to assess a patient directly or indirectly with a family member (depending on the clinical scenario).
- Demonstrate the application of communication skills in patient and preceptor communication.
- Discuss how to determine if patients can be managed safely remotely or require an “in person” visit.

Session details:

Virtual Patient Care Simulation (VPCS) small group sessions will provide learners with communications skills practice. Sessions details are as follows:

- 5-6 students, a faculty facilitator and a standardized patient (SP).
- Students will schedule themselves (or be scheduled into) a pre-booked video-conferenced session (i.e. Webex, Zoom, or Google Meets). You will receive an email with the video-conferencing login details.
- All students, SPs and facilitators link in from home on smartphone, tablet, or computer with video capability. Keep the camera on and sound on mute (unless speaking).
- Sessions will be 120 minutes in length allowing time for:
 - Introductions, determine order of students and timing – 10 min.
 - Each student simulated virtual interview (e.g. 10 min. interview with SP and 5- 7 min. feedback) – 90-100 min.
 - Session Feedback, Reflection & Intention – 10-20 min.
 - Encourage feedback on the session, standardized patient/scenario, etc.
 - Encourage reflection on how students will apply what was practiced in actual virtual patient interactions in the future? Consider elements such as technology, relationship building, consent, documentation.
 - Remind student to complete the evaluations provided on medportal.
- Scenarios: 6 primary care “10 min visit” cases using the same SP (the adult):
 - Adult x 2
 - Elderly family member issue (adult SP as describing issue of their parent) x 2
 - Infant issue (adult SP as parent describing issue of their child) x 2.

¹ Shaw J, et al, Virtual care policy recommendation for patient-centre primary care: Findings of a consensus policy dialogue using a nominal group technique. *Journal of Telemedicine and Telecare*, 2018, Vol. 24(9) 608–615

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Preparing Your Space

Positioning your camera:



- Position your camera at eye level (you can use books or a box to prop up your laptop) for a more straight-on perspective of you - if your camera is lower, you are more likely to be hunched over
- Always do a video check before you start to make sure that your screen is elevated and you do not have a lot of headspace between you and the top - too much gap in between can make you look like you are just a floating head
- Make sure your video is not just of your whole face - by pushing your camera back a little and positioning it lower, you will frame more of your upper body and give those watching you a better perspective

Lighting:



- The best lighting is natural lighting so try to position your camera so you are facing a window
- Make sure the sun is not directly in your eyes because it will cast a strange shadow across your face
- Make sure the window or any other light source is not behind you – it will make you look dark on camera and viewers will not be able to see your face
- If you are in a room that does not have windows or you cannot position yourself near one, you can position a lamp near you

Audio:



- Test your audio connection in advance of your video conference – the best thing to do is to call someone and try it out (ask if they can hear you clearly and if there is a delay or lag)
- Turn music off and close windows
- Make sure your phone is on silent
- Using a headset with a built-in microphone is the best way to minimize background noise and to ensure clear audio
- Consider muting your microphone when not speaking (if appropriate)

Backgrounds:



- Be mindful of what is happening behind you – keep it professional
- Keep the area clean and tidy
- Keep doors closed to minimize noise and distractions
- Utilize blur features or replace background with an image (if applicable)

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Video Body Language



- Look at the lens when speaking
- Always assume your audience will see everything you do
- Avoid pointing at the camera and folding your arms
- Wear casual professional clothing
 - o avoid distracting patterns and shiny fabrics and jewelry

Providing Feedback



- To guide feedback, use the Interview Observation Guideline for **Virtual Patient Care Simulation (VPCS)**
- Ask the Standardized Patient for feedback (i.e. audio/visual clarity, how the interview felt, etc.)
- Ask other learners in VPCS session for feedback
- If there is time, initiate brief discussion on how to manage/mitigate challenges presented in virtual care situations (e.g. those situations out of learner's control such as a dog barking or baby crying).

Video Conferencing Guides and Tutorials

Zoom: <https://cto.mcmaster.ca/app/uploads/2020/03/Zoom-Quick-Start-Guide.pdf>

Google Hangout: <https://www.youtube.com/watch?v=Kkqdc92KMnQ>

Webex: https://www.youtube.com/watch?v=60IX_A3Inqo