

Webinar Questions & Answers

Below is a transcript of the Q&A's received during the webinar. They are presented in the order in which they were received. Edits to some questions have been for clarity and to remove some duplication. Questions answered live are also included for reference, with additional information if appropriate. Answers from multiple presenters are in separate paragraphs.

How do you suggest ensuring security when working with Zoom, given recent reports about security vulnerabilities in this platform?

live answered

Zoom has also released a white paper on security on its platform. See:
<https://zoom.us/docs/doc/Zoom-Security-White-Paper.pdf>

How are you debriefing SPS?

For our M3 Psychiatry sessions, SPs have been on campus (with social distancing in place). One member of staff in the control room to record the session and debrief with the SPs. However, if we stay on lockdown, debriefs will be after sessions via WebEx (separate link).

I had a separate WebEx meeting booked immediately after our simulation session for the SPs to sign into and to debrief. A lot more debriefing on technology, so we needed to account extra time for that

Thank you for touching on HIPPA, since we use students and standardized patients, curious, are these platforms also FERPA compliant? Not sure.

Some of them are - but not at all pricing/subscription levels. If a product is advertising that compliance it is still important to check to see the specific "package" you are purchasing includes that compliance.

Did I see that the SPs had to report to the Simulation Center in order to exact this process?

Yes; the SPs were reporting to the simulation lab; this allowed us to record on Blin as well as have more technical control. With the lockdown, we'll have to rethink this methodology, but it can be done with social distancing measures, when stay at home orders are lifted.

How does Blin record the encounters if no one is on campus?

These have been conducted prior to the shut down, so SP and staff members were on campus in the simulation suite to conduct this. With the lockdown in place, we'll not be able to utilize Bline for recording, but will have to record in WebEx only; we are in the process of preparing to do this.

How do you lock a room in webex?

It is available on Webex Teams (not sure if it is on all subscription levels)

<https://help.webex.com/en-us/zcvgyz/Webex-Teams-Lock-or-Unlock-Your-Meeting> It is under the "more" button (three dots).

What platform was the interactive physical exam conducted?

We will be utilizing WebEx to conduct this session. We're scheduled to do this in 2 weeks; we're testing the sessions now to get prepared. If you are interested in student directions and logistics/facilitator directions for this format, please feel free to reach out to me by email.

Can you share images/findings in a zoom encounter so the participant and SP can see at the same time?

Yes, you can use the "share screen" option in Zoom which will share the presenter/host's screen.

Can several SPs interact with students assembled in Zoom breakout groups? That is, can there be a different SP interacting with a Zoom breakout group while another SP is interacting with another Zoom breakout group at the same time? Perhaps only one SP pe

Each breakout room can have multiple people in it - you can have one SP in each breakout room and then joined by a student or group of students. One idea is to have all students gather in a pre-brief room, then assign them to exam rooms where SPs are waiting (1 per room) then bringing the learner back. Hope this helps!

For everyone: how do your SPs record their work time? Is it different than when they worked F2F?

For us - our trainer is tracking all remote training time/session time to record. This may be more difficult for larger institutions utilizing more SPs.

We used the same policies for F2F encounters, including paid training for training on technology.

For Laurie, Do you have the SPs record the encounters in the event that a student challenges a grade? If so is there a signed agreement with the SP where they will not share the video? Thank you.

live answered

How many hours of training on average did you allot for the varying levels of SP proficiency?

live answered

For those who are doing assessments — are your SPs responsible for assessments, and how are they doing it?

For my program, SPs are trained to assess students. For our M3 Psych case, we use a Likert scale and SPs are trained to give patient-centered free-flow feedback as well. This is submitted post-encounter through Blne. We're discussed using google docs for SPs to complete these remotely if we switch to WebEx alone and have SPs perform remotely.

Laura, are your SPs considered employees? or Independent contractors? Just wondering how they are able to get into the NYIZoom accounts...

Our SPs are categorized as part-time as needed employees. The zoom accounts were attached to their profile where they also access email, etc.

Breakout rooms can't be recorded?

Yes and no. There has to be a "host" or a "co-host" in the breakout room who is recording. You can't just have "guests" in the room and have it recorded (this is a security feature in most platforms). So it just depends on how you set up who is a user and are then in a breakout room. It is also worth noting that the recording would then be tied to the hosts or co-hosts account who initiated the recording. You would want to work out a plan on how to manage those recordings. The easiest way would likely be to have the hosts/co-hosts upload the recordings to a secure shared drive or cloud storage.

You can record in breakout rooms in zoom! You have to have a co host in the room and the recording follows their account if they move to another breakout room but you can record many rooms at once!

You are right. You just need to have a host/co-host in the room to have it recorded. Just depends on if you have your SPs set as hosts or a co-host. Thanks for clarifying!

Did you find morning better than evening for bandwidth?

live answered

Also, as was mentioned by a participant in the chat, using a device connected to your home modem with an ethernet cable will be faster, more secure, and more stable than relying on wifi. The possibility of this, of course, will depend on the type of device you are using to connect to the internet (may not be possible if using certain types of mobile devices).

Are your SPs doing feedback with your leaners? If so, how?

live answered

How do we advocate for the humanity in the work our SPs do and help them to embody the patient's perspective?

live answered

How are you deciding and training the staff/individuals who will be the technical leaders/hosts of each educational session?

We have used a combination of an online survey to have SPs self assess comfort with technology as well as what technology they have available. We have also built in timing for our training (training a week or two in advance of a simulation) to ensure that the SP's self reported capability translates into actual practise. And, if not, it allows us time to find a replacement.

Is there a limit to the # of co-hosts that can be assigned to a meeting?

live answered

Will depend on the type of the subscription you have and the platform. Enterprise level subscriptions can have near unlimited co-hosts (into the hundreds).

Can recorded SP sessions get imported in Learning Space?

May depend on which version of Learning Space you are using. You may need to follow up with your contact at CAE.

Can SPs use wearable simulators or mannequins to teach students physical assessment skills? For example a wearable breast model?

live answered

Is there a way for the SPE to monitor SP portrayal during their sessions?

live answered

Short answer – yes. Long answer – will depend on the specific platform and the number of sessions running simultaneously. It will be much simpler to monitor (in real time) a single session by being a guest/host/co-host on that session than it would be to try and monitor multiple sessions simultaneously. Of course, if you are recording a session you would be able to review the recording.

Will the SP's be a part of the student grading

live answered

How are you planning for test security (students completing paperwork offsite) for your summative clerkship cases?

The students have a very limited time to complete their SOAP Notes after their session. We only give them 5 minutes to transition. It would be extremely difficult for students to 'cheat' with the time limit they have. This is not to say, however, that some might not get creative, however, we have not seen any suspicious activity as yet.

If the co host records the breakroom, is it being recorded on their device? or is it being recorded somewhere in ZOOM?

It will depend on your subscription level on Zoom. Some allow local recording, some only allow server recording (with a limit on hours). Server recording happens on the Zoom servers, unless your institution has another arrangement with Zoom.

Comment for Bline users-we have been experimenting with recording an empty room using our virtual private network to login to bline (remotely) and we remote log in the student so it's then recording the session for timing and record keeping purposes under

For the institution doing SP encounters using one link for students over a 4-6 hour time period: Do the students sign up for a specific time before the day of the encounter to ensure they all get through the SP encounter? If so, what platform do you use f

We create the student schedule first. This is uploaded into LCMS+ for students to view ahead of time. When we send session directions, we include their reporting time for directions.

Are the VELs paid at a higher rate?

live answered

For summative assessments, how did you deal with the confidentiality of the cases to avoid students sharing the content of the cases with their colleagues who have their encounter planned later?

There are some preliminary things in setting up a session, including having the students do a room sweep with their camera to ensure no one else is in the room, no notes are out, etc. There isn't a way in WebEx to lock down a browser, like you can do in blackboard, so we have to rely on stressing and having the students agree to the honor code.

Are you doing any assessment about how this is received by the learner?

live answered

Are you requiring your SPs and candidates to use VPN as well and providing that service for them?

live answered

Has anyone tried Microsoft Teams?

We did test this as a platform, but found it does not provide as many features as WebEx.

We are using Microsoft Teams for sharing information with our SPs (we started growing that platform pre-COVID-19) but not for interactions or SP training. As a program team, however, we are using the video conferencing capability for daily coffee breaks and regular check-ins.

How do you add learner door note instructions in Zoom and viewable prior to the start of the video?

I believe this functions the same as WebEx - share screen the door note and give instructions to the learner. Once done, the host begins the recording.

I am curious about your conversations regarding the honor code and what you say to students.

live answered

It might be too early to answer this with confidence, but at this point, how likely are you to continue doing telemed activities “after” COVID, and what percent of your activities might you convert?

Because of our remote placement of students in their clerkships; this will likely be expanded.

How are checklists safeguarded outside of the onsite location? What platform is being used to create and maintain checklists?

live answered

For the purposes of Bline, we are logging into the system remotely and using the remote login feature to log in the students, let it run for a minute, then end a recording. This effectively creates a video session. In reality it is recording a dark sim room. We do this through the exam flow feature which will link the SP checklist and automatically assign to the SP configured in the room. SP can access this remotely using their Bline account,

which is secure. It may seem cumbersome, but will save us a lot on the backend, allowing us to run reports as normal. Our remote SPs will have to have their Bline window open and minimized to access quickly at the conclusion of the WebEx encounter with the student. The actual encounter session with the SP will be recorded through WebEx, which will be downloaded the next day and saved into secure files.

How many weeks minimum do you think is needed to prepare for a virtual case? Including SP training on the platform and case.

live answered

How does feedback from the SP to the learner differ from in person encounters?

live answered

You mentioned you have occasionally provided documentation, e.g. results info, via email or file/screen sharing before or during the encounter - are you concerned with that info being shared online?

live answered

The student can see you while you (the observer) are in the breakout room though, right?

You can “mute” your video so that you don’t show up on the screen. You can also change your avatar (the picture on your account) to just a black screen so as not to appear as a distraction on anyone’s screen.

Have you had tech support issues with learners or SPs during an encounter, and if so, how did you handle it? What policies have you put in place to keep tech problems to affect learner timing, for instance?

We try to work out as many technical issues in advance of the simulation by not only training on the virtual platform but by holding our training sessions on the same platform as the one to be used in the simulation. We also had a “back-up” platform for all of our sessions that was shared with the SPs, facilitators and students. In most cases it was a telephone conference line. We were careful to recognize the limitations that switching to a phone-only interaction would have but judged that given the other options (namely, cancelling and postponing the simulation) this would be better than nothing.

For our part, for our M3 Psychiatry Telemedicine session, we often find students do not follow the directions as closely as desired and may not know how to unmute themselves, open their cameras, etc. We build in extra time between students for these issues. Staff is present and monitoring by email for issues that arise. These are dealt with accordingly. Keep in mind, though, that there may be instances where this is not possible. We had a college-wide network issue where we had to reschedule an entire session to another day.

This is a broader question regarding our work: Will our work be assisting working doctors who are now confronting currently in the field. (Working virtually with patients who can't make it to a hospital in rural areas, or who do not have access to thermometers).

This is a great question and one to consider as we move forward. We are working with direction from those individuals (health care providers) and institutions (national healthcare bodies) that are identifying the new best practise for HCPs in this COVID-19 reality. There is a lot of work being done very quickly on this and so we are keeping an eye on what others are doing. Specifically, we are making sure that the expectations of our SPs (and associated checklists, and feedback) are matching those emerging best practises.

Is everyone REQUIRING all SPs to participate in virtual training and events?? Has there been a lot of attrition from SPs who are not comfortable with technology?

We are not currently requiring this from our SPs. We have received some messages from SPs who aren't comfortable or available for virtual sessions, though they have all (currently) said that they are interested in continuing once we are back to in-person sessions. As for the fall-out of this, that is yet to be seen and I imagine that we won't know for sure until we are back on campus in person. To mitigate this potentially alienating time for our SPs I have set up some private, invite-only social spaces (Facebook and Instagram) for SPs to stay in touch socially. No work talk, just meme sharing and convos about what everyone is up to at home. We've set some community guidelines for appropriate behaviour and my only role has been to approve requests to join. Many of our SPs have developed connections with other SPs that they see all the time and work and I wanted to make sure those connections can continue while we are all adjusting to our new reality.

We are not requiring this from our SPs either. We sent out a technological comfort survey and assessment of hardware to our SPs. I also contacted our IT department to see if we had available laptops or hotspots we could loan out to SPs. With the college-wide move to remote sessions, this was not possible. We can only rely on our SPs that are willing, technologically adaptable, and interested in trying this new platform.