

Simulation Software Interview & Demonstration

Vendors are asked to supply relevant product brochures and/or literature a minimum of one week prior to the scheduled interview. Attach any other information that should be considered for review by the stakeholders. Be prepared to demonstrate the software's functionality and workflows, and answer any questions that may arise during your interview. You should also disclose any information you feel is relevant based on the questions in this document.

I. Authentication and Privacy

Level of importance = 5%

A. User Authentication

1. What options are available for user authentication?
2. Describe the ways users can be added to the software platform (manual, LDAP, etc.)
3. What administration rights level does your system offer? List and describe the permissions for each available role? (examples: administrator, educator, learner, SP, etc.)
4. How would the SIM staff be able to access the software that runs the manikins from the control stations?

B. Privacy

1. What protections are available when considering Family Educational Rights and Privacy Act (FERPA) regulations?
2. What protections are available when considering Health Insurance Portability and Accountability Act (HIPAA) regulations?
3. How shareable is the student SIM performance data with nursing faculty?

II. Scheduling Scenario Sessions

Level of importance = 30%

C. Management and Scheduling of Resources

1. Demonstrate the process for scheduling Learners.
2. Demonstrate the process for scheduling Educators.
3. Demonstrate the process for scheduling Rooms.
4. Demonstrate the process for scheduling Equipment.
5. What assurances do you have that scheduling simulations that are randomly occurring across multiple levels of learners can take place?
6. Describe how the software can be used for tracking SIM center utilization hours and students' visits to center. Include the check-in and check-out process for student attendance.
7. What features are included for managing scheduling and tracking SIM utilization in regards to participants, SIM equipment and consumable supplies?
 - a. How does your product assist with this process?

D. Email Notification

1. Does the management system send out e-mails to notify or remind participants?
2. If schedule changes, will participants be updated via e-mail?
3. Do educators and staff receive an e-mail alert when items are scheduled?
4. Explain how scheduling and email notifications can reduce SIM center administration work load.

III. Setup and Recording of a Simulation

Level of importance = 10%

E. Metadata (Annotation, Bookmarking, Keywords, etc.)

1. Does the capture/recording system permit metadata embedding?
2. After a recording has been completed, can additional metadata be added to the recording?
 - a. If yes, show this process?

F. Standardized Patients (SP)

1. How does your product support SP during the presentation of a case, scenario or session?
2. What features does your product offer to address the activities of the SP?

G. Electronic Health Records (EMR / EHR)

1. In what ways/methods are learners and faculty able to interact with either a built in simulated Electronic Health Record (EHR), or real EHR?
2. Can the software communicate to student's personal electronic devices during the SIM? How portable is this data?
3. Can a SIM facilitator view what the student is doing to the EHR during the simulation?

IV. Debriefing

Level of importance = 10%

H. Playback

1. How long after a recording is completed can it be accessed and played for review in debriefing?
2. Can playback be initiated from any workstation? Or is playback limited to licensed workstations?

V. Metrics

Level of importance = 25%

I. Assessments

1. Whether before, during or after debriefing or review, what types of assessments, scores, and evaluations are available to the facilitator/learner/educator?
2. What statistics are captured through this system?
3. What are the scoring capabilities for learners with your system?
4. Can supplemental resources be integrated into this system? (such as learning aids, rubrics, etc.)

J. Measures & Reporting

1. What kind of tools may participants, staff and educators utilize to survey, assess, and document events before, during and after an event has occurred?
2. How are surveys, assessments, etc. delivered to key learners, staff and educators?
3. What reporting features are available with your product.
4. How are reports printed, exported and/or converted to other formats?

K. User Records and Reporting

1. How are attendance records kept for learners?
2. How are performance outcomes tracked?

L. Tracking

1. How are assigned presentations, assessments, etc. tracked?
2. What systems are in place that foster implementation of INACSL standards of best practice, QSEN, or OSCE?

VI. Archiving, Storage, and Backup

Level of importance = 10%

M. Formats

1. To what file formats can videos be exported?
2. Can a user convert their recording into other formats, including combined streams, individual streams, audio only, or export to other media types?
3. What method/interface is used for retrieving archive or storage?

N. Duration

1. How long can videos be stored?
2. Can users set time limits for video deletion?

O. Backup

1. Does your system have a method of archiving or protecting recordings in case of data loss, either in transfer or in storage?

VII. Other

Level of importance = 10%

P. Mobile Platform

1. What features from the primary product solution are duplicated on the mobile platform?
2. What features are available on the mobile platform that are not available on the primary product?
3. Can mobile app users provide feedback on recorded events through annotations that become a part of the recorded archive?
4. Can a user on a mobile device (i.e. laptop, tablet) run the recording software and manikin instructor software concurrently without stopping recording?

Q. Licensing

1. What is the fee for renewing software licensing?
2. Is it a one-time fee, yearly, or otherwise?

R. Service Contract

1. What is the fee structure for a service contract(s)?
2. Are service contracts yearly only, or are there reduced rates for a multi-year contract?
3. What services are provided in a standard service contract?
4. What training and support is included with the installation and implementation?
5. How responsive is technical support if something goes wrong during a session?

S. Upgrade Path

1. What is the current max capture resolution of your system on a single input source? If this varies, please indicate all resolutions for all video sources. For example, include cameras, vital monitor feeds, and auxiliary input feeds from EHR's, scopes or any similar device.
2. Describe your upgrade path for increasing to 1080p video for all sources.
3. What hardware will need to be replaced to upgrade to 1080p?
4. If cost is associated with this upgrade, what will it be?
5. Is additional licensing cost required for this upgrade?
6. Is this upgrade included for a customer with an active service contract?

T. Operation

1. How user friendly is the system? Provide application videos for operation if available.
2. Are the files generated from a SIM session compatible with other software for copying, trimming, editing or viewing in programs such as Microsoft Office or Media Player?
3. Are there limitations on what AV and/or IT hardware your software is compatible with? Please indicate all known cases, and provide compatibility charts.
4. How compatible is the recording software with Laerdal and Gaumard manikins?
5. What is the process for capturing manikin log files to be used for debriefing and reports?
6. Can video sources be chosen and viewed without actually recording?

U. Training and Support

1. What training is included with the software purchase?
2. Will these trainings be recorded and shared with the staff?
3. How many on site, and how many on line trainings are included?
4. Is there a time limit on how long trainings will be made available?
5. What hours is technical support is available?
6. What is the turnaround time for technical support emails?
7. What is the turnaround time for technical support calls?

VIII. Evaluation and Selection Criteria

CATEGORY	POTENTIAL POINTS
Authentication and Privacy	0-5
Scheduling scenario sessions	0-30
Setup and recording of a simulation	0-10
Debriefing	0-10
Metrics	0-25
Archiving, Storage, and Backup	0-10
Other	0-10

IX. Notes