

# UPSTATE SIMCONNECT

*To share, inspire, and recognize excellence in simulation at Upstate Medical University*

## Director's Message: Hesham Masoud, MD

As healthcare professionals of all levels of training and practice experience, we recognize that inherent to our daily activities, we all teach and learn from each other. We believe in empowering our partners to gain teaching experience in simulation settings, envisioning a partnership of shared expertise and interprofessional development with facilitated avenues for scholarship, professional societal engagement, and preparation as a healthcare simulation educator.

The Upstate simulation department affords a space for deliberate practice where medical students, residents, fellows, practicing clinicians and clinical teams can engage in educational modules, undergo assessments, and receive feedback towards the acquisition and mastery of learning goals in a psychologically safe environment.

Our primary objective is to facilitate delivery of quality healthcare via interactive simulation education and academic scholarship. As we expand the healthcare professional education landscape at Upstate, our Simulation team aims to further collaborations with our health sciences colleges and clinical training programs, facilitating knowledge and utilization of simulation education techniques and program design for curriculum development and implementation.

It is exciting to be part of the team embarking on this stage of simulation education development at Upstate, including a focus on train-the-trainer professional educational initiatives. As we prepare for a new academic year ahead, we anticipate a productive future with exciting challenges to navigate as we continue to expand our role in education at Upstate and pursue center accreditation as a regional leader in healthcare simulation.

Please take time to explore our website and take a virtual tour of our center, complete a project request form to plan an event or reach out to our Simulation team to learn more about how to incorporate simulation into your educational program. We are thrilled to facilitate your journey into the exciting and truly insightful world of simulation education.

Sincerely,



Hesham Masoud, MD, RPNI, CHSES  
Executive Director of Simulation



*Support your simulation center by purchasing a shirt! V-neck and Crew available in a wide range of sizes. Contact [simulate@upstate.edu](mailto:simulate@upstate.edu) to purchase*

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## The Age of Going Digital: One Online Project Request System

It's an exciting time in our department as we combine our two teams, the Clinical Skills Center and University Simulation Center, under one simulation umbrella! This change is allowing us to improve our services and better serve our learners. We wanted to take a moment to address your questions and provide more clarity on utilizing an online project request system.

The modifications we've implemented are aimed at streamlining the data collection process for our Standardized Patient sessions. While the University Simulation Center had always used an online system, that was not the case for our Clinical Skills group. Previously, information was gathered through multiple emails and meetings with our Standardized Patient team. Recognizing that this may be a change for many end-users, we want to assure you that the intent is to enhance efficiency and provide a more seamless experience for everyone involved.

The information requested in the new form is the same vital data that was previously collected through various channels. We believe that consolidating this information into a single form will not only simplify the process but also contribute to a more organized and effective approach to scheduling and conducting sessions. We understand that the initial use of the form may involve some extra effort, but we are confident that, moving forward, the benefits of this streamlined process will become more apparent.

After the first year of implementation, much of the information entered will remain the same, unless an instructor wishes to create a new case. This consistency will significantly reduce the workload associated with future submissions, allowing for a more efficient and user-friendly experience.

We want to emphasize that the online system has been designed to better support you and your learners, providing high-quality simulation education and assessment. We value your feedback and would appreciate the opportunity to address any specific concerns you may have. Our team is committed to ensuring a smooth transition and is available to assist you throughout this process.

Thank you for your understanding and cooperation as we work together to improve our services.

Warmly,

*The Upstate Simulation Team*

To schedule a  
simulation session  
scan the QR code:



### Simulation Department Project Request FAQs

- To best support all of our learners at the Clinicals Skills and University Simulation Centers, there are two priority request deadlines:
  - **April 1, 2024:** For all sessions held from June-Dec. 31
  - **November 1, 2024:** For all sessions held from Jan. 1-May
  - All requests submitted by a deadline are reviewed in aggregate
  - **Email requests are not accepted**
- The online request can be found by scanning the QR code or by going to our webpage: [Department of Simulation Project Requests](#)
- Requestor responsibilities include providing clinical instructors for sessions.
- A list of available Simulation Center equipment can be found on the website.

## A Case for Simulation: The Perspective of an Emergency Medicine Pharmacist

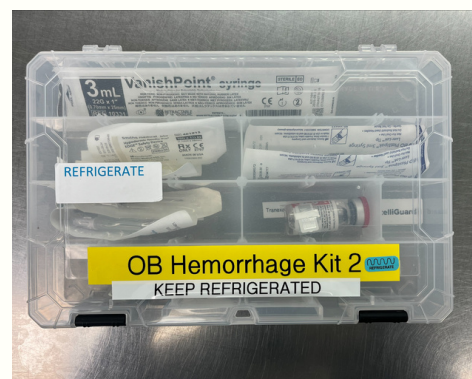


As an Emergency Medicine Pharmacist, I'm excited to share a story that underscores the importance of simulation training in healthcare and how it directly translates into real-life scenarios. My involvement in the simulation lab meant I had interacted closely with various medical equipment and supplies available to us here at Upstate Medical University.

A few days after a simulation exercise, a real-life emergency unfolded as the operating room (OR) urgently requested a STAT kit for a Postpartum Hemorrhage case. What made this situation particularly challenging was this request occurred during the evening when staff is limited. Additionally, it's worth noting that this kit is not typically requested at the downtown campus, as the majority of births and these cases would occur at our Community campus.

My recent involvement in preparing for the simulation had given me a unique advantage. Having needed to locate the very same kit earlier in our pharmacy department for the simulation lab, I knew exactly where it was stored – in one of our back refrigerators. My familiarity with the kit's location, its contents, and its significance in such a critical situation enabled me to act decisively. I was able to secure the kit and make my way up to the OR, ensuring that the necessary medications were delivered promptly.

This experience underscores the tangible benefits of simulation training. Not only does it provide us with the skills and knowledge needed to handle emergencies effectively, but it also equips us with an intimate understanding of the equipment and resources at our disposal. This practical familiarity can make a significant difference in real-life scenarios where every moment counts. Simulation training enhances teamwork, fine-tunes clinical skills, and boosts confidence, preparing us for real-life emergencies. It empowers us not only to understand the procedures and processes but also to navigate the healthcare environment efficiently.



In healthcare, the bridge between theoretical knowledge and practical expertise is often a simulated scenario. My recent experience highlights the incredible value of simulation in preparing healthcare professionals for real-life emergencies. I look forward to continuing my participation in simulation, I recognize that it's an ongoing journey to enhance my clinical and communication skills. This training has provided me with invaluable experiences and expertise that I'm eager to apply in future healthcare challenges.

Joshua V. Schrader  
BS, PharmD, BCCCP

## WRITE TO US! OR WANT TO SHARE?

We're always looking for contributions to our newsletter.

Do you have a story about how simulation directly impacted you or one of your colleagues?

We'd love to hear it! Share your simulation story with [SIMULATE@upstate.edu](mailto:SIMULATE@upstate.edu) for a chance to be featured in an upcoming newsletter.

## Simulation Department New Staff Member: Matthew Capogreco, Director Standardized/Simulated Patients

### 1. Could you tell us about your professional background prior to joining the simulation department?

I started with Upstate in 2014 as the Director of Programs and Events for the new Upstate Cancer Center where I developed internal and external community, staff, and patient programs in a variety of ways. Starting in 2020, I transitioned to Ambulatory Administration as the Director of Special Projects focusing on the Nappi Wellness Institute as operational lead. Prior to Upstate, I held several managerial or administrative roles in privatized education as well as teaching in the public school system.



### 2. What do you like the best about working at Upstate?

We are uniquely positioned to deliver a mission like no other in CNY. We care for anyone who needs medical attention without question. We train and educate the next generation of medical care professionals in dozens of disciplines. We are an integral part of the community. In every aspect of our collective work, we are servicing above self for the betterment of society. I love the value that brings personally.

### 3. As the new Director of our Standardized/Simulated Patient Program, what is your future vision?

Over the past 20 years, Upstate has supported and built a strong foundation for Standardized Patient Programs under the direction of Steven Harris. As the demand for these services increases, we have an opportunity to expand our offerings, bolster standardized patient numbers/diversity, and educate the community on the impact our programs. Growth opportunities include process and efficiency improvements to meet best practices in the industry, improving technology systems, and fully integrating with the Simulation Center.

### 4. Outside of your professional duties, what are you most proud of in your time at Upstate?

I have been able to serve Upstate in a number of ways including being a long standing member of the Team Upstate Committee, Co-Chair of the Upstate Emerging Leaders United (ELU), and my second term as SUNY Senator (Alternate) and Faculty Council member. With ELU I volunteer regularly with with the United Way, Samaritan Center, Sarah's Guest House, and others. I built a community education program on head and neck cancer called Beneath the surFACE which resulted in the 2016 Upstate Clinical Team of the Year award. Outside of Upstate I was a founding member of the Pheo Para Alliance and served as executive member of the board for thirteen years. In 2011 I received the Dr. Cyrus Katzen Humanitarian Award and Class of 2010 40 Under 40. I am also a graduate of Leadership Greater Syracuse (2020), Upstate Leadership Academy (2015), and CenterState CEO/Columbia College Executive Leadership Training (2013).



*Onondaga  
Community  
College  
nursing  
students  
learn about  
treating  
pediatric  
patients as  
part of their  
clinical  
experience.*

## New for 2024

- Keep a look out for our new and updated department webpage in the New Year! One location for all your educational resources and information
- Next issue: highlights from the International meeting on Simulation in Healthcare hosted by the Society for Simulation in Healthcare (SSH)

**Never miss an issue! Subscribe to our newsletter to receive all of the latest news, simulation innovations, research highlights, and more. Subscribe using the QR code or link below.**  
<https://forms.office.com/r/sBYwjgtFzV>

