

SICK CALL SCREENER COURSE



PERFORMANCE TEST 2  
ADMINISTRATOR'S GUIDE

FOR

SICK CALL SCREENER  
HEENT EXAMINATION

SEPTEMBER 2018

## **INSTRUCTIONS TO THE ADMINISTRATOR:**

### **Overview – HEENT Lab Performance Test (Week-1, Day 2)**

This practical application performance evaluation test will be administered to the entire class. The trainee will be introduced to a real or simulated patient (a person acting as a patient) that will require them to obtain a HEENT history and conduct a HEENT examination on a real or simulated patient (a person acting as a patient). Instructors will evaluate the decisions, behaviors, responses and actions of the trainee.

### **General Precautions:**

1. Instructors, trainees and visitors must comply with all general safety procedures that are posted in the MTF/Clinic/lab environment.

### **Safety Requirements:**

1. There are no skill specific safety hazards for this Performance Test.
2. Review Training-Time-Out (TTO) procedures.
3. Trainees will not practice if an instructor is not present.
4. Trainees may not take equipment out of the MTF/Clinic/lab environment.

### **Special Instructions (For Instructors):**

1. Ensure all trainees are briefed on “TTO” policy and procedures prior to each high or moderate-risk evolution or laboratory. For multi-day or all-day evolutions, “TTO” shall be re-briefed prior to the start of training following major breaks, such as mealtimes. Evolution-specific “TTO” procedures should be added where needed. These procedures should be standardized to conform with established fleet distress indicators where appropriate. Emphasis shall be placed on specific verbal and nonverbal signals to be used by trainees and instructors.
2. A “TTO” may be called in any training situation where a trainee or instructor expresses concern for personal safety or requests clarification of procedures or requirements. “TTO” is also an appropriate means for a trainee to obtain relief if he or she is experiencing fear, stress, extreme exhaustion, or lack of confidence.
3. Instructors are responsible for maintaining situational awareness and shall remain alert to signs of trainee panic, fear, extreme exhaustion, or lack of confidence that may impair safe completion of the training exercise. Instructors shall cease training immediately when they consider such action appropriate.
4. Following a “TTO”, the situation shall be examined and additional explanation and instruction shall be provided as needed to allow safe resumption of training. Once the lead instructor on scene is fully apprised of the problem, he/she shall direct all training to cease or training with unaffected trainees to continue, based on the situation.

5. If a trainee refuses to participate in training after being instructed or after an unsafe condition has been corrected, or uses “TTO” excessively to disrupt training, that trainee shall be removed from training and referred for further counseling.

### **Basic “TTO” Trainee Briefing:**

1. A Training-Time-Out (TTO) may be called by any trainee or instructor, in any training situation where they are concerned for their own or another's safety, or they request clarification of procedures or requirements. “TTO” is also an appropriate means for a trainee to obtain relief if he or she is experiencing fear, stress, extreme exhaustion, or lack of confidence. The purpose of the “TTO” is to correct the situation of concern, provide clarifying information, or remove the trainee or instructor from the possible hazardous environment. A “TTO” may be signaled by (Insert appropriate nonverbal, alarm, or hand signal). If the “TTO” signal is not acknowledged, the signaler shall shout "Time Out" (or other action as required by the training activity). The instructor shall attempt to relieve and remove the trainee from the possible hazardous environment. If an adequate number of instructors are available to allow training to continue safely, the lead instructor may elect to do so. However, if this is not practical, training will be stopped until the situation is corrected.

### **Equipment:**

1. Real or simulated patient (a person acting as a patient)
2. Oxygen Cylinders
3. Pressure Regulator
4. Flowmeters
5. Non Rebreather Mask
6. Nasal Cannula
7. Mats
8. Pen, Black
9. Soap, Antibacterial
10. Exam Table
11. Stethoscope
12. Electronic BP Machine
13. Pulse Oximeter
14. Blood Pressure Cuff, Manual
15. Thermometer
16. Pen Light
17. Gloves, Non-Sterile
18. Tongue Depressor
19. SF 600 Forms
20. Otoscope

### **Lab Area/Training Area Set-Up:**

1. Lab Area – A training facility such as a hospital or clinic examination room, or training space with a mock examination room.

**STAFF:** Instructor(s) should lead by example and apply all safety and procedural measures taught to trainees each and every time they demonstrate them.

- a. The trainees will be equally separated into groups and assigned assessment stations (as determined appropriate by the lead instructor and based upon the number of available trainees/instructors).

**STAFF:** One instructor shall be assigned the duties of lead instructor and will receive all grading reports provided by each assessment station instructor. This lead instructor shall be responsible for oversight and control of all instructors and assessment stations.

- (1) An instructor shall be assigned to each of the assessment stations to evaluate the trainee using the performance checklist provided here-in.

### **Performance Evaluation Procedures:**

1. The evaluation will be implemented utilizing the information contained in this performance test direction for scoring, rubric and checklist(s). Each assessment station will have a copy of this performance test to include the rubric and performance checklist and scenario information, as needed. Each trainee must obtain an overall cumulative passing grade of 70% on each evaluation checklist. The standard for this performance test is a grade of Satisfactory or Unsatisfactory (Pass/Fail), a grade of Satisfactory is obtained by achieving 70% or above on each applicable evaluation checklist. The instructor will observe and grade each trainee's performance utilizing the performance checklist(s) provided.
  - a. Use of real patients: Trainee will perform the skills and behaviors as trained in front of an assigned instructor. The instructor will document the trainee's performance by filling out the points awarded on the performance checklist and submit it to the lead instructor. If the trainee is also completing a PQS the assigned instructor can also complete the PQS entry.
  - b. Use of simulated patients: In the event a real patient is unavailable or the instructor prefers to execute the performance test on a simulated patient, this performance test will be done using a person acting as a patient (another trainee, staff or instructor) and an instructor to provide scenario based vital signs, information and answers to the trainee's examination questions.
  - c. To effectively evaluate the decisions, behaviors, and performance of this test and adequately assess each trainee's ability to apply learned skill sets, procedures, and techniques. The instructional staff shall make every effort to ensure that all enabling objectives outlined in the lesson topic are evaluated during the evaluation process.

- d. Instructor(s) will provide the trainee with both positive and negative feedback, as appropriate regarding their performance.

**NOTE:** Safety is Paramount; Instructor's shall immediately take action and halt any evaluation on a real or simulated patient when a safety concern arises and the instructor has deemed it appropriate. This will be implemented by calling a Training-Time-Out (TTO).

## 2. Final Remediation and Re-Testing

- a. Remediation – If a trainee fails to obtain a grade of satisfactory (70%) on this performance test, the trainee shall receive remedial training in the areas of deficiency and be afforded additional opportunities to demonstrate satisfactory proficiency in performing the assigned skills. The remedial evaluation will be done after a staff instructor has conducted remedial instruction in the proper application of learned techniques and procedures.
- b. Any trainee unable or unwilling to properly perform the procedures will be counselled as deemed appropriate by the lead instructor and/or designated Command representative(s).

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### A. INTRODUCTION

Upon successful completion of this lesson the trainee will be able to obtain a HEENT history and conduct a HEENT examination on a real or simulated patient (a person acting as a patient).

### B. EQUIPMENT LIST: The primary instructor is responsible for checking that all of the below equipment is available, functional and in the lab before the lab is scheduled to begin:

1. Real or simulated patient (a person acting as a patient)
2. Oxygen Cylinders
3. Pressure Regulator
4. Flowmeters
5. Non Rebreather Mask
6. Nasal Cannula
7. Mats
8. Pen, Black
9. Soap, Antibacterial
10. Exam Table
11. Stethoscope
12. Electronic BP Machine
13. Pulse Oximeter
14. Blood Pressure Cuff, Manual
15. Thermometer
16. Pen Light
17. Gloves, Non-Sterile
18. Tongue Depressor
19. SF 600 Forms
20. Otoscope

### C. REFERENCES

1. Seidel's Guide to Physical Examination, 8th Ed., Jane W. Ball, Joyce E. Dains, John A. Flynn, Barry S. Soloman, Rosalyn W. Stewart, Mosby, an imprint of Elsevier Inc., 2015
2. Bates' Guide to Physical Examination and History Taking, 12th Ed., Lynn S. Bickley and Peter G. Szilagy, Wolters Kluwer, 2017, <https://STAT!Ref.com>

### D. SAFETY PRECAUTIONS

1. Instructors, trainees and visitors must comply with all general safety procedures that are posted in the MTF/Clinic/lab environment
2. There are no skill specific safety hazards for this Performance Test
3. Review TTO procedures
4. Trainees will not practice if an instructor is not present
5. Trainees may not take equipment out of the MTF/Clinic/lab environment

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### E. JOB STEPS

#### 1. Trainee Instructions:

- a. The purpose of this Performance Test is to evaluate the trainee's ability to complete a HEENT assessment.
- b. The trainee must attempt to perform and describe or explain each step as they are performing it.
- c. The trainee has 30 minutes to complete this examination.
- d. The trainee is not allowed to use the reference in the performance of this Performance Test.
- e. The trainee will wear appropriate attire during the practice and actual Performance Test evaluation per Instructor's guidance.

#### 2. Evaluator Instructions:

- a. The contact ratio for this lab is 1:2. This implies that the instructor will assess 2 trainees in one hour. The primary instructor will ensure that all the instructors assigned to assess trainees in this lab have completed prerequisite qualifications, are notified of assignment, are instructed to re-familiarized themselves with the Performance Test and lab process (how to use the rubric), and are at their appointed stations during the lab.
- b. Before starting the test, answer trainees' questions and make sure they understand what they are supposed to do. Once readiness has been established, implement and evaluate the trainees' performance using the rubric provided below.

### F. STANDARD

1. SATISFACTORY PERFORMANCE: The trainee must achieve a minimum passing score of 70% (72 points).
2. UNSATISFACTORY PERFORMANCE: Failure to achieve a minimum passing grade of 70% (72 points). Trainees who demonstrate unsatisfactory performance on their second attempt will be counseled and remediated.

### G. DIRECTIONS FOR SCORING

1. Instructors will use the "Maximum Points Performance" description to determine if the trainee has successfully demonstrated the "Event" listed in the rubric below and should receive 2 points. Trainees that require prompting may receive a partial point's score of 1

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point if the event is not a CRITICAL event (Partial Points will be blacked out). The trainee will receive 0 points if they do not successfully perform after instructor prompting. Trainees must pass all critical items listed and achieve a 70% overall to pass this lab (see Satisfactory Performance above).

### Rubric

Event	Max Points	Maximum Points Performance	Partial Points	Partial Points Performance	Failing Points
<b>OBTAIN A PATIENT'S HISTORY</b>					
Chief Complaint	2	Ask patient's chief complaint			0
MOI	2	Ask patient about mechanism of injury	1	Prompt required	0
Onset	2	Ask patient about onset of symptoms and pain			0
Location	2	Ask about pain location, does it radiate or stay in place.			0
Duration	2	Ask about duration, does it come and go or is it constant.	1	Prompt required	0
Character	2	Ask about the character of the pain, constant or comes and goes.	1	Prompt required	0
Aggravating	2	Ask what makes it worse.	1	Prompt required	0
Relieves	2	Ask what makes it better.	1	Prompt required	0
Temporal Factors	2	Ask if there is a time of day that their symptoms are better or worse.	1	Prompt required	0
Severity	2	Ask about where their pain is on the pain scale of (1-10).			0
Associated Symptoms	2	Ask about any other symptoms they notice.	1	Prompt required	0
Remedies Tried	2	Ask if they have tried any remedies for relief.	1	Prompt required	0
Antecedent Events	2	Ask if there were any events that led up to the injury.	1	Prompt required	0

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Event	Max Points	Maximum Points Performance	Partial Points	Partial Points Performance	Failing Points
PMHx & PsurgHx	2	Gather patients past medical history, SAMPLE and Past Surgical History, Medications, Tobacco Use and Allergies	1	Prompt required	0
Family History	2	Ask if there is a family history of any diseases.	1	Prompt required	0
Social History	2	Ask about their social history.	1	Prompt required	0
Review of systems	2	Review of systems, minimum of constitutional questions	1	Prompt required	0
<b>GENERAL IMPRESSION</b>					
General Impression	2	Form a General Impression			0
Obtain Vital Signs	2	Obtain Vital Signs			0
<b>FOCUSED PHYSICAL EXAM</b>					
<b>INSPECT THE HEAD</b>					
Inspect Hair	2	Inspect the hair for abnormalities.	1	Prompt required	0
Inspect Scalp	2	Inspect the scalp for abnormalities.	1	Prompt required	0
Inspect Skull	2	Inspect the skull for abnormalities.	1	Prompt required	0
Inspect Face	2	Inspect the face for abnormalities.	1	Prompt required	0
Inspect Skin	2	Inspect the skin for abnormalities.	1	Prompt required	0
<b>INSPECT AND PALPATE THE NECK</b>					
Inspect muscle symmetry	2	Inspect for muscle symmetry	1	Prompt required	0
Inspect trachea	2	Inspect for alignment of trachea	1	Prompt required	0
Jugular Vein Distention	2	Inspect for Jugular Vein Distention	1	Prompt required	0
Carotid Artery Prominence	2	Inspect for Carotid Artery Prominence	1	Prompt required	0
Inspect lymph nodes	2	Inspect lymph nodes	1	Prompt required	0
Range of motion	2	Inspect range of motion	1	Prompt required	0

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Event	Max Points	Maximum Points Performance	Partial Points	Partial Points Performance	Failing Points
Palpate trachea	2	Palpate trachea for midline position	1	Prompt required	0
Palpate	2	Palpate paravertebral muscles and spinous process	1	Prompt required	0
Palpate lymph nodes	2	Palpate lymph nodes and assess size, shape and any abnormalities	1	Prompt required	0
<b>INSPECT THE EYE</b>					
Visual Acuity	2	Measures visual acuity: distant, near, & peripheral (utilizes proper charts/technique to evaluate i.e. Snellen chart)		Prompt required	0
Inspect	2	Inspect for abnormalities. a. Eyebrows b. Eyelids c. Conjunctiva & Sclera		Prompt required	0
Assess PERRL	2	Pupils: size/shape, response to light, i.e. PERRL		Prompt required	0
Assess EOMI	2	Assess Extraocular Muscle Movements: i.e. EOMI		Prompt required	0
Assess	2	Assess for convergence	1	Prompt required	0
<b>INSPECT AND PALPATE THE EARS</b>					
Examine external ear	2	Examine the external ear: a. Inspect the auricles b. Inspect the external auditory canal c. Palpate the auricles and mastoid area	1	Prompt required	0
Inspect interior ear	2	Inspect the interior ear structures using an otoscope: a. Auditory canal b. Tympanic membrane c. Assess tympanic membrane mobility	1	Prompt required	0
Assess Tympanic Membrane	2	Assess for abnormalities of the Tympanic Membrane	1	Prompt required	0
Assess hearing	2	Assess gross hearing	1	Prompt required	0
<b>INSPECT AND PALPATE THE NOSE</b>					

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Event	Max Points	Maximum Points Performance	Partial Points	Partial Points Performance	Failing Points
Examine external nose	2	Examine the external nose: a. Inspect the nose b. Observe the nares c. Palpate the bridge and soft tissues of the nose d. Evaluate nasal patency	1	Prompt required	0
Assess nasal cavity	2	Assess the nasal cavity using an otoscope: a. Inspect the nasal mucosa b. Inspect the nasal septum c. Test the sense of smell with vials of different odors	1	Prompt required	0
Inspect & Palpate sinuses	2	Inspect and palpate the sinuses: a. Frontal sinuses b. Maxillary sinuses c. Transilluminate the sinuses	1	Prompt required	0
<b>INSPECT AND PALPATE THE MOUTH AND THROAT</b>					
Inspect & Palpate lips	2	Inspect and palpate the lips	1	Prompt required	0
Examine Mouth	2	Examine the mouth: a. Observe the mucous membrane b. Inspect the gums c. Palpate the gums d. Inspect the teeth	1	Prompt required	0
Examine Oral Cavity	2	Examine the oral cavity: a. Inspect the tongue b. Assess movement of the tongue c. Inspect the floor of the mouth d. Palpate the tongue and the floor of the mouth e. Inspect and palate the uvula f. Evaluate soft palate movement		Prompt required	0

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Event	Max Points	Maximum Points Performance	Partial Points	Partial Points Performance	Failing Points
Assess	2	Assess the oropharynx using a tongue blade: a. Inspect the oropharynx, tonsils and tonsillar pillars b. Inspect the posterior wall of the pharynx c. Elicit the gag reflex		Prompt required	0
<b>PRESENTATION OF FINDINGS OF FOCUSED PHYSICAL EXAM</b>					
Present Findings	2	Present findings to provider		Prompt Required	0
Document Findings	2	Document all history, findings interventions and procedures		Prompt Required	0

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Trainee: \_\_\_\_\_ Instructor: \_\_\_\_\_

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

Actual Time Started: \_\_\_\_\_

Possible Points      Points Awarded

<b>OBTAIN A PATIENT'S HISTORY</b>		
*Ask patient's chief complaint	2	
Ask patient about MOI.	2	
*Ask patient about onset of symptoms and pain.	2	
*Ask about pain location, does it radiate or stay in place.	2	
Ask about duration, does it come and go or is it constant.	2	
Ask about the character of the pain, constant or comes and goes.	2	
Ask what makes it worse.	2	
Ask what makes it better.	2	
Ask if there is a time of day that their symptoms are better or worse.	2	
*Ask about where their pain is on the pain scale of (1-10).	2	
Ask about any other symptoms they notice.	2	
Ask if they have tried any remedies for relief.	2	
Ask if there were any events that led up to the injury.	2	
Gather patients past medical history, SAMPLE and Past Surgical History, Medications, Tobacco Use and Allergies	2	
Ask if there is a family history of any diseases.	2	
Ask about their social history.	2	
Review of systems, minimum of constitutional questions	2	
<b>SUBTOTAL</b>	<b>34</b>	
<b>OBTAIN A GENERAL IMPRESSION OF THE PATIENT</b>		
*Form a General Impression	2	
*Obtain Vital Signs	2	
<b>SUBTOTAL</b>	<b>4</b>	
<b>INSPECT AND PALPATE THE HEAD</b>		
Inspect the hair for abnormalities.	2	
Inspect the scalp for abnormalities.	2	
Inspect the skull for abnormalities.	2	
Inspect the face for abnormalities.	2	
Inspect the skin for abnormalities.	2	
<b>SUBTOTAL</b>	<b>10</b>	
<b>INSPECT AND PALPATE THE NECK</b>		
Inspect for muscle symmetry	2	

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Inspect for alignment of trachea	2	
Inspect for Jugular Vein Distention	2	
Inspect for Carotid Artery Prominence	2	
Inspect lymph nodes	2	
Inspect range of motion	2	
Palpate trachea for midline position	2	
Palpate paravertebral muscles and spinous process	2	
Palpate lymph nodes and assess size, shape and any abnormalities	2	
<b>SUBTOTAL</b>	<b>18</b>	
<b>INSPECT THE EYE</b>		
*Measures visual acuity: distant, near, & peripheral (utilizes proper charts/technique to evaluate i.e. Snellen chart)	2	
*Inspect for abnormalities. a. Eyebrows b. Eyelids c. Conjunctiva & Sclera	2	
*Assess PERRL	2	
*Assess Extraocular Muscle Movements: i.e. EOMI	2	
Assess for convergence	2	
<b>SUBTOTAL</b>	<b>10</b>	
<b>INSPECT AND PALPATE THE EARS</b>		
Examine the external ear: a. Inspect the auricles b. Inspect the external auditory canal c. Palpate the auricles and mastoid area	2	
Inspect the interior ear structures using an otoscope: a. Auditory canal b. Tympanic membrane c. Assess tympanic membrane mobility	2	
Assess for abnormalities of the Tympanic Membrane	2	
Assess gross hearing	2	
<b>SUBTOTAL</b>	<b>8</b>	
<b>INSPECT AND PALPATE THE NOSE</b>		
Examine the external nose: a. Inspect the nose b. Observe the nares c. Palpate the bridge and soft tissues of the nose d. Evaluate nasal patency	2	
Assess the nasal cavity using an otoscope: a. Inspect the nasal mucosa	2	

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b. Inspect the nasal septum c. Test the sense of smell with vials of different odors		
Inspect and palpate the sinuses: a. Frontal sinuses b. Maxillary sinuses c. Transilluminate the sinuses	2	
<b>SUBTOTAL</b>	<b>6</b>	
<b>INSPECT AND PALPATE THE MOUTH AND THROAT</b>		
Inspect and palpate the lips	2	
Examine the mouth: a. Observe the mucous membrane b. Inspect the gums c. Palpate the gums d. Inspect the teeth	2	
*Examine the oral cavity: a. Inspect the tongue b. Assess movement of the tongue c. Inspect the floor of the mouth d. Palpate the tongue and the floor of the mouth e. Inspect and palate the uvula f. Evaluate soft palate movement	2	
*Assess the oropharynx using a tongue blade: a. Inspect the oropharynx, tonsils and tonsillar pillars b. Inspect the posterior wall of the pharynx c. Elicit the gag reflex	2	
<b>SUBTOTAL</b>	<b>8</b>	
<b>PRESENT FINDINGS OF THE FOCUSED PHYSICAL EXAM</b>		
*Present findings to provider	2	
*Document all history, findings interventions and procedures	2	
<b>SUBTOTAL</b>	<b>4</b>	

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PERFORMANCE TEST TOTAL SCORE	Possible Points	Points Awarded
<b>OBTAIN A PATIENT'S HISTORY</b>	34	
<b>OBTAIN A GENERAL IMPRESSION OF THE PATIENT</b>	4	
<b>INSPECT AND PALPATE THE HEAD</b>	10	
<b>INSPECT AND PALPATE THE NECK</b>	18	
<b>INSPECT AND PALPATE THE EYE</b>	10	
<b>INSPECT AND PALPATE THE EARS</b>	8	
<b>INSPECT AND PALPATE THE NOSE</b>	6	
<b>INSPECT AND PALPATE THE MOUTH AND THROAT</b>	8	
<b>PRESENT FINDINGS OF THE FOCUSED PHYSICAL EXAM</b>	4	
<b>TOTAL</b>	<b>102</b>	
<b>TOTAL POINTS SCORED BY TRAINEE</b>		

Signature: \_\_\_\_\_ Date: \_\_\_\_\_ PASS / FAIL