

## **Massachusetts General Hospital Policy on Use of Video Conferencing in a CPE Unit**

**Note:** Prior to the COVID-19 pandemic, it was not a practice of Massachusetts General Hospital to utilize video conferencing as a component of a CPE student's education. However, given that video conferencing proved equivalent to in-person class time during the COVID-19 pandemic, the Massachusetts General Hospital CPE Center has adopted the use of occasional online technology given the needs of the students and/or educator (eg. Illness, Commuter fatigue).

### **PURPOSE:**

To describe the requirements of the ACPE Certified Educator and students engaging in CPE at the Massachusetts General Hospital via video conferencing as a modality of instruction within a unit of CPE.

### **POLICY:**

The ACPE Certified Educator and CPE students will provide an appropriate and committed online learning environment where CPE students may explore the interpersonal and intrapersonal dynamics that will lead to personal and professional growth.

### **PROCEDURE:**

1. Acceptance letters to any CPE unit will indicate if technology will be used and if so, what kind and how often.
2. When the CPE educator determines that the group has formed sufficiently in person, she will give the group the option if they would like to meet via Zoom on some full class days to reduce commuter fatigue.
3. Educational seminars interrupted by technological problems will not be counted toward the 100-hour requirement for a unit of CPE.
4. The Massachusetts General Hospital CPE Center will engage in a process for evaluating the effectiveness of utilizing videoconferencing in addressing outcomes and student learning goals through:
  1. Soliciting feedback about the effectiveness and limitations of Zoom throughout the unit.
  2. Exit interviews conducted by the PAG.
5. All individual and group supervision/education are conducted through synchronous learning methods, i.e. video conference.
6. The student and CPE faculty will utilize videoconferencing technology adequate for the educational activity and supervision that is being provided, ensuring the student(s) and ACPE Certified Educator each can see the other and communicate by voice and visual means. The preferred video conferencing technology used by the Massachusetts General Hospital is Zoom.
7. ACPE Certified Educator and CPE students are required to attend the class in an appropriate environment. This includes, but not limited to, a place where one can focus entirely on class (e.g. not driving, not walking, not running), and a place where the confidentiality of the conversation can be protected. This includes being in a private space with a door that can close (i.e., not a coffee shop), and using a headset for audio.
8. ACPE Certified Educator and CPE students should be visible on the video screen from the head to the chest (e.g. professional headshot).
9. ACPE Certified Educator will provide supervision that is equivalent in effectiveness to face-to-face supervision to allow for needed emotional, visual, and auditory information to be transmitted.

10. Students and CPE faculty will work to evaluate and maintain privacy, security, and confidentiality in the settings in which this technology is used. A session will only be scheduled at a time and place that ensure privacy.