OMS Virtual Simulation
Interprofessional Manual

Fall/Winter 2020

Important:
Before You Begin

Familiarity with our single-participant scenarios is recommended before accessing IPE multiplayer.

OMS recommends running through our single participant tutorial scenarios (SEM000US or SNR000US) before running an Interprofessional (IPE) session.

This will allow learners to be familiar with the tools and layout of the scenario space. Taking the time to explore beforehand will lead to a more successful and effective use of your IPE sessions.
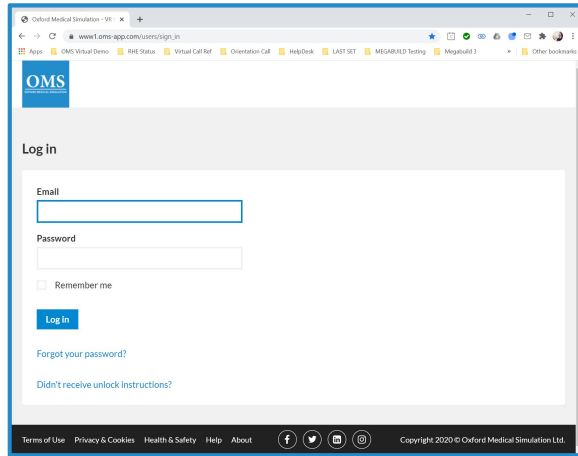
CONTENTS

Overview:
What is OMS: Interprofessional?

Using OMS Interprofessional (IPE) scenarios, you'll be able to access immersive, clinically realistic training scenarios to allow you to practice treating acutely unwell patients as part of a clinical team.

This guide will walk you through the features of the IPE scenarios and explain how to get up and running using the scenarios for your training your team.

How does it work?

The Web App is the cloud-based interface where you will access the scenario content as well as your feedback and progress reports. Your institution is responsible for creating your unique Web App account.

The OMS Software contains all of the graphics, audio, animations and environments that make up the scenarios. You need to have this installed onto your computer for the scenarios to work. Please make sure you've installed this program **before attempting any scenarios.**

Understanding IPE / Multiplayer

OMS IPE is intended for team training. In this mode you'll have the ability to:

- Have two active participants: Lead and Assisting
- Invite up to 29 observers (learners, faculty, etc)
- Allow observers to speak during scenarios
- Switch between observer and participant roles during the scenario
- Prebrief & Debrief in a virtual classroom
- Review feedback, scenario timeline and reports

Video: IP/MP Overview
Password: OM5

Before You Begin

For Best Performance in IPE Scenarios:

- Ensure all participants have a stable internet connection (Google "speedtest" to check)
- All participants should use wired headsets with earphones and microphone (wireless/bluetooth audio equipment is not recommended)
- Run the latest drivers for video cards and audio devices. Please contact your IT support team for assistance with updating your particular devices. Please also refer to "Installing the OMS Platform" below.
- Use an instant messaging platform for team to communicate if needed.

Installing the OMS Software: Mac

You can use OMS on a Mac computer or laptop. You should make sure that your device meets the following specifications:
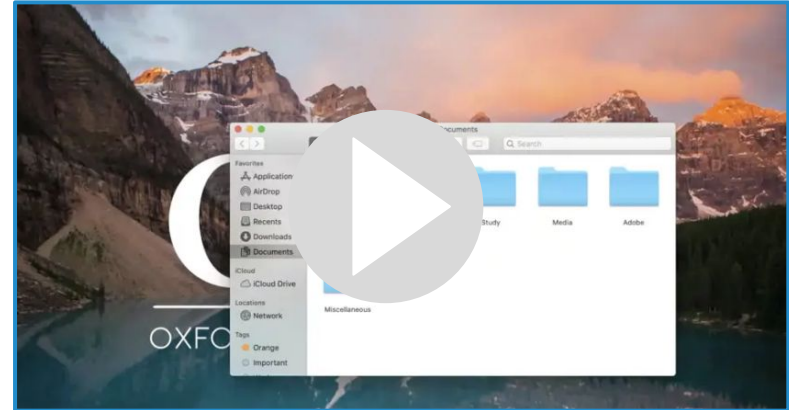
- OSX Sierra and above
- Intel i5 or above
- 8GB RAM
- Integrated graphics card
- Storage: minimum 15 GB free space for installation and running

Your institution will give you access to the software to download and install. Please watch the how to video for help installing.

OMS will not work on an iPad.

OMS is on-screen only when using Mac; Apple does not support VR headsets.

Video: Installing OMS on a Mac

Installing the OMS Software: Windows

You can use OMS on a Windows 10 computer or laptop.
You should make sure that your device meets the following specifications:
- Windows 10 OS
- Intel i5 or above
- 8GB RAM
- Integrated graphics card
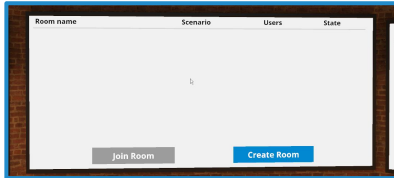- Storage: minimum 15 GB free space for installation and running

Your institution will give you access to the software to download and install. Please watch the how to video for help installing.

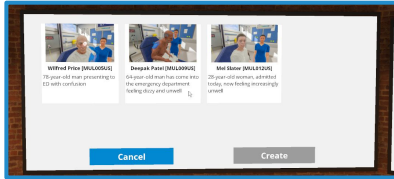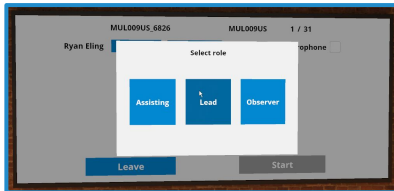**OMS will not work on a Windows tablet.**
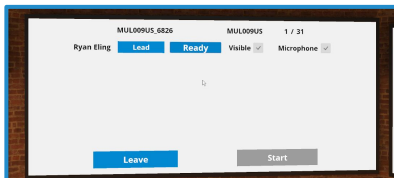
Getting Started: Creating a Session

When you first launch OMS Interprofessional, you enter a virtual classroom. The center screen in the room allows you to set up a room. Click "Create Room."

Now select which IPE scenario that you would like to run. Click the thumbnail and then click "Create."

You then select your role in the scenario. Lead and Assisting are active participants and can perform actions in the scenario. Observers primarily watch the scenario unfold, but do have the option to mute/unmute themselves and make their avatar visible/invisible.

Once you have selected your role and other participants have joined, click "Ready" to lock in your selection. If an Observer, use the "Visible" and "Microphone" checkboxes to choose to be visible/unmuted or not at the start of the session. Click "Start" to begin the scenario.

Getting Started: Joining a Session

When you first launch OMS Interprofessional, you enter a virtual classroom. The center screen in the room allows you to join a room. If a colleague has created a room, you will see it on this list. Click the room name and then click "Join Room."

Now select which avatar that you would like to use in the scenario. This is how others will see you in the virtual space. Click the thumbnail of your choice.
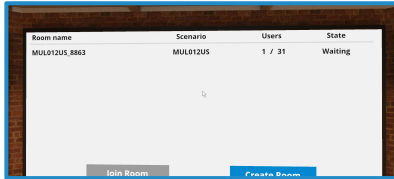

You then select your role in the scenario. Lead and Assisting are active participants and can perform actions in the scenario. Observers primarily watch the scenario unfold, but do have the option to mute/unmute themselves and make their avatar visible/invisible.
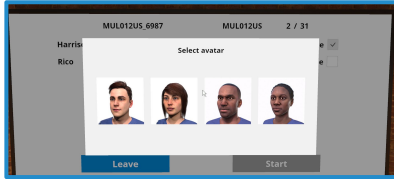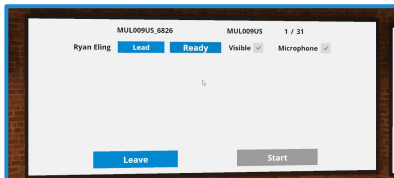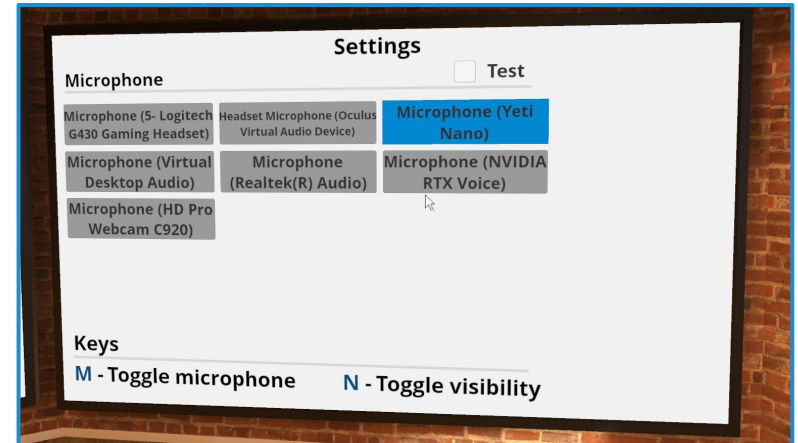

Once you have selected your role and other participants have joined, click "Ready" to lock in your selection. If an Observer, use the "Visible" and "Microphone" checkboxes to choose to be visible/unmuted or not at the start of the session. Your colleague that created the room will hit "Start" to begin.

Getting Started: Audio Settings

When you first join an IPE session:

● OMS software will show all of your available microphone options on the far right display in the virtual classroom. The picture to the right is an example, your display will have different options.

● Select which microphone you would like to use. Selecting a headset microphone is recommended.

● Take a moment in the virtual classroom to test your microphone, ensuring that others can hear you and that there are no issues.

● Note the M and N keys can be used for turning your microphone and visibility on or off.

OMS Interprofessional Tips

These tips will take you through some of the possible issues users encounter when running the OMS virtual simulation platform.

Tech Tips for Success
|1| Have your laptop's power cord plugged in.
|2| Confirm stable internet connection. Search internet for "speedtest" to assess your connection.
|3| Make sure you aren't running any special sound capture or sound synthesizer programs, like https://www.voicemod.net/
|4| Plug in headset before launching. Bluetooth and other wireless headsets are not recommended.
|5| Confirm permissions for OMS to use Microphone if asked by your operating system.
|6| Make sure everyone is in the pre-brief room before you launch the scenario. You must all enter the scenario together.
|7| Run a prebriefing in the virtual classroom to establish expectations, address concerns and answer questions.
|8| Be patient while loading from classroom to the scenario; this process can take about 30 seconds.
|9| As an observer if you are not speaking or should remain invisible, avoid toggling the mic or visibility unnecessarily.

OMS Interprofessional Advanced Tips

Use the information below to help with audio and visibility issues.

Tech Tips for Success
|1| AUDIO: If your microphone doesn't seem to be picking up your voice for others to hear, click on the "Click here is microphone not working" button, try speaking to confirm whether there has been any change. Then try clicking on other microphone options, speaking to try to confirm audio.
|2| AUDIO: If it's difficult to hear anything, in addition to increasing general volume, move closer to what you're listening to. There is location based sound. For example, if the patient is quiet, you can move closer to increase volumen like in real life.
|3| MUTE/UNMUTE: If you're not sure if you're muted, you can click the m on keyboard if on-screen or the B on Oculus controller if playing in VR to toggle the microphone on and off. You'll also see an indicator: red if your microphone just turned off and green if your microphone just turned on.
|4| VISIBLE/INVISIBLE: If you're not sure if you're visible, you can click the n on keyboard if on-screen or the Y on Oculus controller if playing in VR to toggle visibility on and off. You'll also see an indicator: red if your visibility just turned off and green if your microphone just turned on.
|5| Don't click out of OMS while it is loading (i.e. don't try to do something else while waiting for OMS to load)
|6| Don't try walking through walls. We have put up barriers but in some cases you'll be successful and will not be able to return to the room. Just don't do it.

FAQs

These are common questions regarding using the OMS virtual simulation platform for IPE Multiplayer scenarios.

IPE MP Questions	Answers
● How many people can join an IPE session?	**31 total people** can connect to an IPE session. There are **2 active participants**, Lead and Assisting, who can perform actions in the scenario. 29 other people can be observers with the ability to mute/unmute themselves and become visible or invisible.
● As an Observer, how can I turn my microphone on during the scenario?	Observers can toggle their microphone on and off using the **m key** on keyboard or **B button** on Oculus controller. A red indicator in lower left of screen means you are muted; green indicator means your microphone is on.
● As an Observer, how can I make my avatar visible during the scenario?	Observers can toggle their avatar between visible and invisible using the **n key** on keyboard or **Y button** on an Oculus controller. A red indicator in lower left of screen means you are invisible; green indicator means you can be seen..
● Can I join an IPE session after it has started?	At this time, all participants and observers must be present in the virtual classroom before launching the scenario. Anyone attempting to connect after launch will be unable to see the IPE scenario in session.

FAQs

These tips will take you through some of the possible issues users encounter when running the OMS virtual simulation platform.

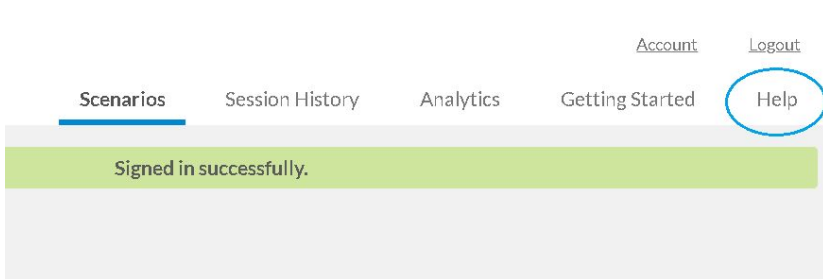| General Issues	Quick Check Solutions
● **I'm getting a "timed out" message in a pink bar** ● **I see only a black screen** ● **I can't download the software** ● **My Web App closed before the scenario launched**	1. Make sure you are running OMS from a **Windows 10 or Mac Mojave / Catalina device**. 2. Make sure that you have read through your **"Getting Started"** document and viewed the appropriate instructional videos (Mac or Windows 10). 3. Make sure that you have chosen the **correct software** (Windows 10 or Mac) to download on your computer. 4. Only use **Google Chrome browser** to access the Web App (do *not* use Firefox, Edge, or Internet Explorer). 5. Launch the scenarios by logging into the **OMS Web App** from your browser. 6. ***Do not use*** the desktop app icon to launch OMS. 7. ***Always*** log out of all other Web App sessions. This includes any other devices or open browser tabs. 8. Check that your **internet speed** is adequate (Google search "speed test"). 9. Make sure your laptop is plugged in when downloading and running scenarios. Files can become corrupt if the laptop is in "power-saving" mode .

FAQs

These tips will take you through some of the possible issues users encounter when running the OMS virtual simulation platform.

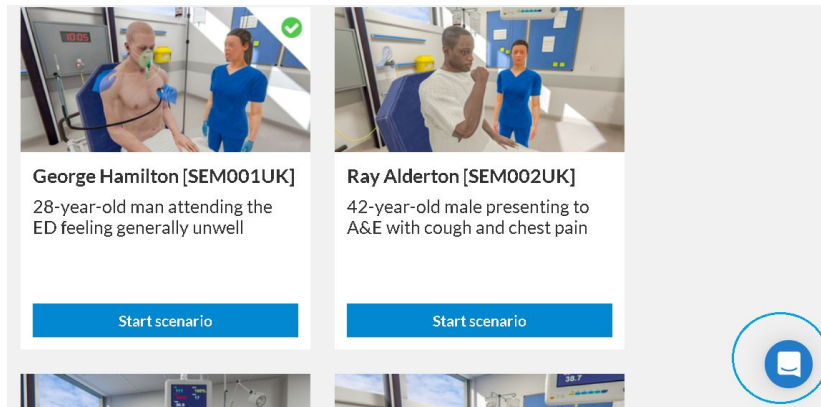| Issues with Access	Quick Check Solutions
 ● **Movements in the scenarios are choppy** ● **The mouse isn't effective. It doesn't move properly or I'm not able to select items.** ● **I don't see any scenarios** ● **I didn't get any feedback/score** ● **I don't see my time stamp**	1. Make sure the laptop is *not* **in "power saving" mode** during the download and installation process as this may corrupt the file 2. Make sure your laptop is **plugged-in** when downloading and running scenarios 3. Use computer settings to adjust your **sensitivity settings** for the mouse (For Windows 10 Settings: Devices: Mouse: Additional Mouse Options: Buttons) 4. Make sure you have the right kind of account (Admin/Faculty accounts do *not* have scenario access, **student accounts** do) 5. Make sure your Administrators **have added** you to a Group with the relevant scenario in the Web App 6. Make sure you have a **stable internet connection** 7. Make sure you are launching the Web App through the **Google Chrome** address bar (*not* the desktop icon, *not* in another browser)

Getting Help from OMS

If you find you are experiencing issues using the platform, you can access our online helpdesk for troubleshooting tips.

You can access the helpdesk via the Help tab on the Web App, where you'll find a range of articles to help you solve your issues.

If you are unable to solve your issue using our help articles, you can always reach out to our support team for assistance.

You'll find a messenger in the bottom right corner of the Web App where you can ask our team questions and get support.

OMS Resources

These links are for a series of videos that explain how to set up and run interprofessional scenarios.

IPE Support Videos
Creating a Room
Joining a Room
Roles: Lead and Assisting
Roles: Observer
Using the Debriefing Room