

Case study: Accuray

Online Healthcare Training

Accuray Incorporated produces TomoTherapy® Hi•Art® and TomoHD™ Treatment Systems, fully-integrated, 3D image-guided intensity modulated radiation therapy (IG-IMRT) systems. Through daily CT imaging, the TomoTherapy System allows clinicians to give each patient the most accurate and highest quality individualized treatments specifically tailored to their needs. Accuray introduced a software upgrade that included an enhanced Dose Summation feature, Quality Assurance, and Planning and Delivery features making it possible for patients to receive the best treatment possible as well as enhancing the patient experience.

Accuray sought a training program to educate their U.S. and international customers on the upgrades pertinent to their roles within the medical facility.

The Challenge

The training course needed to focus the upgraded features for Planning, Delivery, QA and Physician roles in combination with any Optional Features purchased by the customer. The program also needed to be localization ready to reach Accuray's French, German and Japanese users.

The Solution

A custom learning path was implemented. Each learner would choose his/her role, then check any custom features added to their system. The result is a customized menu identifying the pertinent training sections. The user could then choose to proceed linearly through the course or randomly visit each marked section.

Throughout the course the learner was presented with information in a variety of formats. Many new features requiring practice led the learner through a software simulation. At certain times throughout the training "Check Your Understanding" questions would reinforce the presented material. Custom feedback enhances both right and wrong answers. An external knowledge base is always available to the user. They are encouraged to refer to the knowledge base to research the correct answer or procedure.

The Nuts and bolts

The following media, software and features were used in the development of the course:

- Lectora
- Flash
- Streaming Video
- Audio
- XML
- Software Simulation
- External Knowledge Base
- Closed Captioning
- Custom Learning Path