

## Case study: Children's Memorial Hospital Online Healthcare Training

Children's Memorial Hospital is the region's top provider of pediatric specialty care, dedicated to the health and well-being of all children. Ensuring patient safety is a top priority and their physicians and staff use a variety of methods to communicate patient handoffs and sign outs. It has been estimated that 65% of safety errors occur due to poor communication.

The hospital needed an effective learning process without disrupting crucial communication in medical situations.

### The Challenge

The goal of the training course was for participants to build on training that was done previously and incorporate the SBAR Method (Situation, Background, Assessment and Recommendation & Response); and practice communicating effectively.

### The Solution

Two role playing simulations were created using still photos and audio conversations. Each module began with a brief introduction to the emergency situation. The learner was then presented with a series of responses and reactions based on their choice. Feedback was provided with each choice directing the learner in the best SBAR method of quickly and efficiently communicating.

Resources were provided for quick reference and guidance throughout the course assisting the learner in making the best decision. Upon completion of each module the key principal was reinforced to the learner, improving transference of these skills in critical situations. Learners also saw the potential negative effects of not using the SBAR communication method correctly.

### The Nuts and bolts

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

- Custom Flash engine
- Role playing
- Flash
- External resource links
- Audio

