PACIFICORP DESIGN & DEVELOPMENT COMPETITION
2015 PROBLEM STATEMENT

Designing Instruction to Promote Patient Safety Goals in a Regional Hospital and Trauma Unit

You are the Chief Learning Officer at Morgan Regional Hospital in Indianapolis, IN. It is January 1st and you're preparing a meeting agenda for your first staff meeting in 2015. During this meeting you're planning to review program goals with your department and establish a timeline for incorporating new educational programming in the hospital. You are responsible for directing all educational initiatives. This includes overseeing the office of continuing medical education for physician training, employee development programs sponsored by the human resources department, and other professional development initiatives. Morgan Regional Hospital is a 1,200-bed tertiary care hospital recognized as a Level 2 trauma center in the local area.

As you are finalizing your agenda, you receive a phone call from the CEO of the hospital, Dr. Benson. She asks you meet with her immediately. A need has come up for hospital-wide training and she wants you to dedicate your time and resources to the new project. You earned your Ph.D. in Instructional Design and Technology, and Dr. Benson knows you'll be a great resource on the project.

During your meeting, Dr. Benson explains that the hospital is due for an accreditation site visit by the Joint Commission at the end of summer. The hospital's accreditation cycle is up for renewal February 2016, so an impromptu site visit most likely will occur sometime before the February renewal date. These site visits typically involve three or four site reviewers showing up at the hospital without notice to begin the review. As part of the accreditation process, select management could be asked to describe in detail any of the following by an auditor: patient safety policies and guidelines, employee job descriptions, employees' knowledge about hospital policies and procedures, cleanliness of the hospital, patient satisfaction, accuracy of patient documentation (i.e., clear notes within electronic medical records), proper use and maintenance of equipment, etc. Additional items can be found on the Joint Commission's website pertaining to the National Patient Safety Goals (www.jointcommission.org).

During the last site visit three years ago, the hospital was cited for employees not being aware of the accreditation process, policies and procedures, and hospital protocols. Dr. Benson wants to be proactive and prepare all staff for the upcoming site visit. In particular, Dr. Benson wants you to devise a plan to train all staff on the National Patient Safety Goals as they relate to their discipline. Morgan Regional Hospital employs approximately 20,000 full-time employees and 5,000 part-time employees. Employee positions include physicians, nurses, allied health staff, janitorial staff, administrative leadership, and support staff. Dr. Benson has requested a training program that brings different professional disciplines together to review best and worst practices in patient safety education and begin strategizing problems that may occur within their own hospital in order to take corrective measures prior to the site visit.

You have been given a strict timeframe in which the training is to be implemented. A number of employees outside of your department have been assigned the task of assisting you with this project. You are to train these employees to be able to deliver this training and to provide the CEO an evaluation of the employees' abilities. Certain groups of employees are required to obtain different competency levels. Your proposal should provide these recommendations.

Challenges you'll need to factor in while putting together your proposal include the following:

- The hospital has three different shifts for employees (day, afternoon, and midnight).
- Employees have varied responsibilities and educational backgrounds. While all employees will need to be made aware of the National Patient Safety Goals, some will need to be more versed than others. Details on the Joint Commission website will emphasize what disciplines and areas of the hospital need to be versed in specific patient safety solutions.
- Not all employees have access to computers during their shifts.
- Dr. Benson would like a full proposal from you by (April 15th, 2015)

First Phase of the Competition

Dr. Benson requires an initial proposal regarding your approach to the educational problem to be solved for Morgan Regional Hospital. She would like your team to put together a document outlining your plan to educate the staff of the hospital on the National Patient Safety Goals. Dr. Benson requires that your proposal be detailed enough to give her and the hospital administrators a sense of what you intend to do, but it should not be the final product in full detail. The document will help the hospital administration decide whether your team should continue to work on your plan and eventually submit a more complete proposal. The creation of this document is your first task. This document must be submitted by April 15th 2015 for complete consideration. An administrative liaison will be available to answer your questions about the context/circumstances of the

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problem. Up to six proposals from Phase One will be selected to proceed to Phase Two, where a formal and complete proposal of your entire solution to the problem will be required.

To be considered to move on in the competition, your proposal must include:

1. Recap of the problem being addressed
2. Training strategy with appropriate theoretical grounding [Design Model]
3. Instructional technology to be used to implement the training
4. Project Timeline
5. Program Evaluation Plan
6. Funding/Budget and any additional staffing requirements
7. No identifying information. Failure to remove personal information, names, and institutional information will result in automatic disqualification from the competition.

Submission from a team of two graduate students working together to solve the problem. Graduate students do not need to be from the same university however all participants must be members of AECT and the Design and Development Division of AECT by the final phase of the competition (Phase Three)

Second Phase of the Competition

Once Dr. Benson agrees that your proposal represents a viable solution for the institution, you will work with an independent learning consultant (a mentor) who will be assigned to you to help you develop what will become your final plan. You will create a detailed description of the process you propose and the means by which you will deliver it. As much as possible, justifications for the decisions that went into your proposal need to be provided. The creation of the process, pilot program, and training is your second task. These components are due on August 15th, 2015. The top three proposals from Phase Two will be invited to make a presentation to the judging panel at the AECT Annual Convention in the third and final phase.

Third Phase of the Competition

Your team designed one of the top staff development education plans to address training in Patient Safety Procedures. Dr. Benson now asks you to make a half-hour presentation to the Morgan Regional Hospital Administration Team where they will select which proposal to fund. At the 2015 AECT annual conference your team will have 30 minutes to present your solution to the Morgan Regional Hospital Administration Team. A team of expert faculty and a representative from PacifiCorp will play the role of the Morgan Regional Hospital Administration Team members/judges. The judges will deliberate and one team will be selected to receive the contract, which means winning the 2015 PacifiCorp Design and Development Competition!

Announcement of the competition participants and results is made at the 2015 Design and Development Division Luncheon during the 2015 AECT Annual Convention. Please note that if selected to move on to Phase three of the competition, both team members from each team must be present at the AECT 2015 Annual Convention to present in this final phase of the competition.

For additional information, visit the Website: http://www.aect.org/pacificorp/

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