

Success Story: Ohio Healthcare Organization (OHCA)



The Business Goal

Convert self-study PDFs into an interactive experience. The client wanted a basic level eLearning solution to replace an existing self-paced program for training nursing home administrators to properly identify facility deficiencies.



The Behavioral Goal

Learners should be able to apply the Scope and Severity Grid to observed nursing home deficiencies.



The Process

Relias was provided with the original source material: self-study PDFs. We analyzed the instructional tasks and activities that comprised the assignment and designed a brief, interactive eLearning module to increase learner engagement.

Once the instructional analysis was complete, we designed the content using a storyboard to communicate the content and course flow.

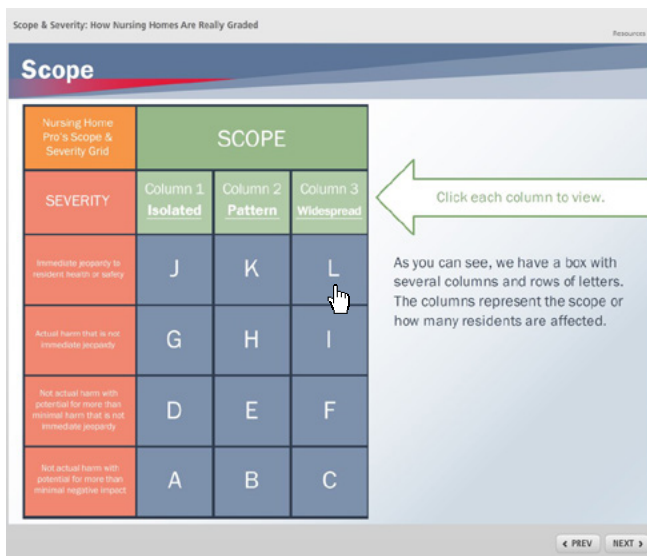


Figure 2: The interactive grid allows the learner to explore the levels of scope and severity.

The Solution

The learning module content is identical to that presented in the PDF-based self-study handout. However, instead of reading through the information, the learner can explore the content using an interactive click-and-reveal grid. See *Figure 2 above*.

After the learner reviews how to use the grid, they are walked through a scenario to reinforce how the grid is applied in a real-world situation. See *Figure 3 above right*.

Once the learner completes the course, they are assessed through an online exam in the RLMS. They employ the grid as a job aid during the exam to reinforce how they will use it on the job. See *Figure 4 below right*.



Figure 3: The scenario walks the learner through the questions they should ask and shows (rather than tells) the learner how the grid is applied to observed nursing home deficiencies.

Nursing Home Pro's Scope & Severity Grid	SCOPE		
	Column 1 Isolated	Column 2 Pattern	Column 3 Widespread
Immediate jeopardy to resident health or safety	J	K	L
Actual harm that is not immediate jeopardy	G	H	I
Not actual harm with potential for more than minimal harm that is not	D	E	F
Not actual harm with potential for more than minimal negative impact	A	B	C

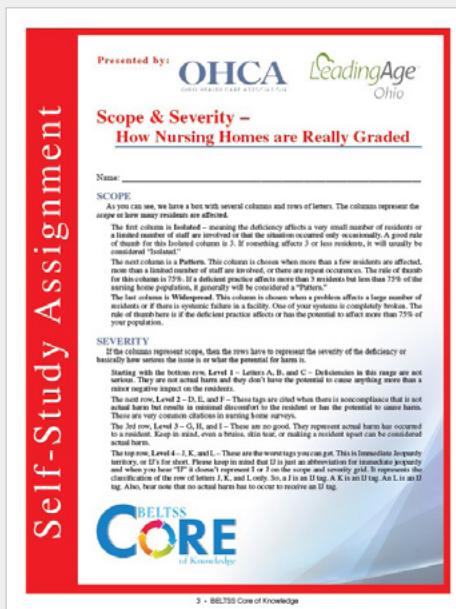
Figure 4: Redesigned Scope and Severity Grid provided as a PDF in the resources tab.

Conclusion

Relias transformed a hard-to-digest handout into a visually appealing course enabling learners to interact with the content and see it applied to relevant work situations.

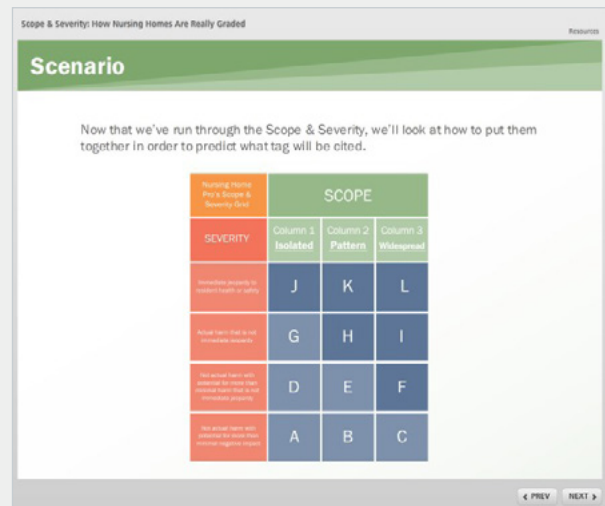
BEFORE

A rather complex task is described via text. There is possibility for learner confusion and lack of comprehension. While scenarios are provided, the absence of context makes applying the information more difficult.



AFTER

An interactive click and reveal walks the learner through the process using examples. The learner is able to explore the content applied through a true-to-life scenario.



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