

# Compute Media

*"Over 65% pf physicians have smartphones. Mobile-based training is a useful tool to reduce or help avert professional errors in the healthcare industry."*



## Healthcare Administration

Constant new demands like emergency service contingency planning require ongoing training of health professionals. Smartphones offer unmatched convenience for training and testing medical staff on busy schedules.



**M**odern healthcare providers are highly regulated organizations delivering complex, inherently risk-bearing services within tight medical requirements and cost parameters. To achieve their objectives, successful hospitals are guided by both internal and external processes, including applicable laws, regulations and professional standards.

### The Swiss Cheese Model

Using this quality improvement metaphor, the holes in slices of swiss cheese represent risks in healthcare delivery that if unchecked, can result in serious errors. The system as a whole produces failures when holes in each of the slices momentarily align, permitting "a trajectory of accident opportunity".

To reduce the incidence of such failures, hospitals can introduce training to address: 1) organizational priorities, 2) risky supervision, 3) situations for unsafe practices, and 4) unsafe performance.

Training can be as simple as how to handle frequent interruptions (which lead to errors) to review of techniques to eliminate common lapses that jeopardize patient safety, such as clinical behavior that increases the incidence of hospital-based infections.

Staff education is a key responsibility of hospital administrators, including requirements for continuing licensure. Hospital workers spend most of their time attending to patients and interacting with other medical staff. Training needs to reach workers when they are not pre-occupied with, or under pressure to attend to, their patient responsibilities. Video training over smart phones offers unparalleled convenience to healthcare workers.

### Video Training, Testing and Analytics

Video-based independent instruction provides superior accessibility and results versus group instruction. It can be viewed on the employee's own schedule. It can be watched at different locations. It can be self-paced.

From a logistical standpoint, video training on smart phones can be delivered to any model handset, offering portability and simplicity. Completion of training and testing can also be remotely analyzed, so compliance officers can demonstrate on record that their hospital staff meet professional education requirements.

Contact Compute Media to discuss how smartphones can address your healthcare training needs.

