

A “Spaced Education” Pilot at BID-Needham

The Problem

Earlier this year, as a result of an assessment of safety culture and risk conducted by CRICO, BID-Needham began to work on initiatives to improve. They found that engaging busy clinicians in an educational program is a challenge.

Aim/Goal

- To develop and introduce an effective, user-friendly online learning tool that respondents would enjoy using and therefore utilize on a regular, on-going basis.
- To make it fun by introducing an element of friendly competition among teams.
- To achieve a 50% participation rate among clinicians.

The Team

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The Interventions

- BID-Needham took the lead to pilot a new educational tool, Qstream, involving over 400 staff across several clinical and administrative departments. The curriculum for the pilot course was Joint Commission Safety Standards.
- BID engaged Qstream, an online spaced-learning educational tool that delivers questions on patient safety content to staff via email, computer or iPhone in a competitive, game-type Q&A format.
- One question is delivered every few days. Each question is repeated at least twice and gets “retired” when answered correctly the second time. Competition can be individual or team based. Points are assigned based on performance. Educational material related to the question is presented to the user in real-time.
- Participation in the Pilot was encouraged by leadership, managers talked to their staff about the importance of playing, and it was marketed with posters in participating departments. A leaderboard was posted and a prize was offered to the winning team.

The Results/Progress to Date

Feedback was generally very positive and overall participation exceeded expectations: 73% of those invited fully completed the course and 87% participated.

A Question from the Spaced Education Pilot Course



A Joint Commission surveyor finds you hiding under a table and asks you a question about the hospital policy for Material Safety Data Sheets (MSDS). You are not sure that you have all the facts you need to answer the question correctly. What are appropriate ways to respond? (You must select all appropriate answers to be correct)

Choose all that apply

- Say, “I’m not sure, but I will ask my supervisor.”
- Spin an elaborate story about MSDS even though you have no idea what the heck that is
- Tell the surveyor you know where to find the answer and then proceed to show the surveyor
- Answer that you “have no clue!”

Answer

One of the “Top Ten” Leaderboards Used During the Challenge



Lessons Learned

- The “fun factor” provided in the Qstream platform made it more engaging and interesting to users. Be creative and include pictures in the quizzes (especially of co-workers in their work setting), use imaginative team names, display a leaderboard and offer prizes.
- The wording of questions must be clear, specific and unambiguous to avoid confusion. Include robust explanations with the answers for maximum learning and retention benefit.
- While question repetition has the benefit of improved retention, this method needs to be explained in advance.

Next Steps/What Should Happen Next

- Develop and launch additional Qstream curriculum at BID-Needham and across the BID enterprise.
- Spread additional course content on a variety of safety-related topics.
- Continue to solicit feedback from user groups for ways to improve the Qstream gaming experience and get suggestions for safety topics to be covered in future courses.

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