



TIS helped improve the awareness and competence of NewYork-Presbyterian Hospital employees to deal with regulatory fire drills as well as real fire related emergencies with an engaging fire safety training program.

Using Stories to Improve Fire Safety Consciousness

NewYork-Presbyterian Hospital (NYPH) is one of the most comprehensive university hospitals in the world, with leading specialists in every field of medicine. NYPH is composed of two renowned medical centers, NewYork-Presbyterian Hospital/Columbia University Medical Center and NewYork-Presbyterian Hospital/Weill Cornell Medical Center. U.S. News & World Report™ ranks NYPH higher in more specialties than any other hospital in the New York area.

NYPH commissioned Tata Interactive Systems (TIS) to produce an effective e-learning program for regulatory fire safety training, replacing its instructor-led training.

THE NEED FOR FIRE SAFETY TRAINING

NYPH, like most hospitals, has a regulatory requirement to certify its employees' awareness of the basics of fire safety and competence in dealing with a fire emergency. Employees not only had to be competent in reacting appropriately in the case of an actual fire, but also had to fair well in mock tests carried out by regulatory officials, failing which NYPH would incur penalties.

Earlier, NYPH deployed fire safety training through instructor-led sessions. NYPH found that the didactic instruction of rules and procedures, without emphasis on application of principles in a real situation, did not interest the learners. The instructor-led sessions did not achieve the objective of improving employees' comprehension and retention of subject content.



The new fire safety course from TIS provided an involving learning experience, at the same time ensuring that the course achieved its objective of raising employees' awareness and competence. The course has had very positive feedback from both the learners and the management of NYPH.

NYPH called on TIS to produce an engaging course that facilitated the achievement of its objectives.

HOW OUR SOLUTION HELPED

The program was aimed at about 20,000 employees of NYPH. With the intention of providing learners with an engaging learning experience, TIS adopted a story-based instructional design approach. A story was developed to highlight NYPH's fire safety policy of 'RACE,' i.e., 'Rescue, Alarm, Confine, Evacuate/Extinguish,' with a module devoted to each of the four procedures. In each module, one of the several characters of the story would narrate a fire emergency incident and the actions carried out by them to save the situation. These modules were followed by detailed teach screens and knowledge-checks.

A pre-assessment preceded the course that allowed learners to skip certain modules they were familiar with. The modules were followed by post-assessment quizzes, that, on incorrect answers from users, routed them back to relevant teach screens.

TECHNOLOGY USED

The e-learning program was developed using Macromedia Flash MX and Adobe Photoshop.

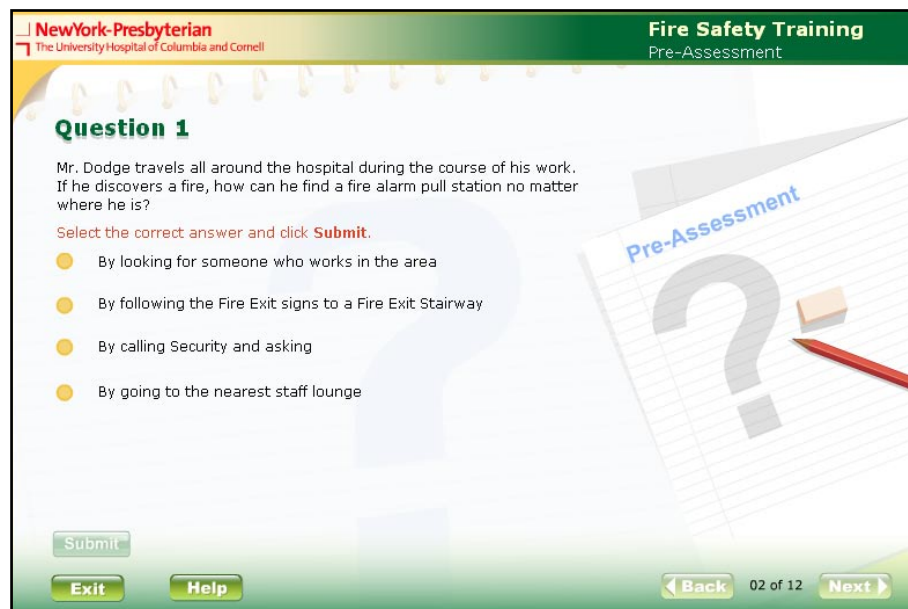
SOME SAMPLE SCREENSHOTS

These screenshots offer a brief glimpse of NYPH's regulatory fire safety training program. To experience some of our products at work, you may view the demos by registering online at www.tatainteractive.com/demos

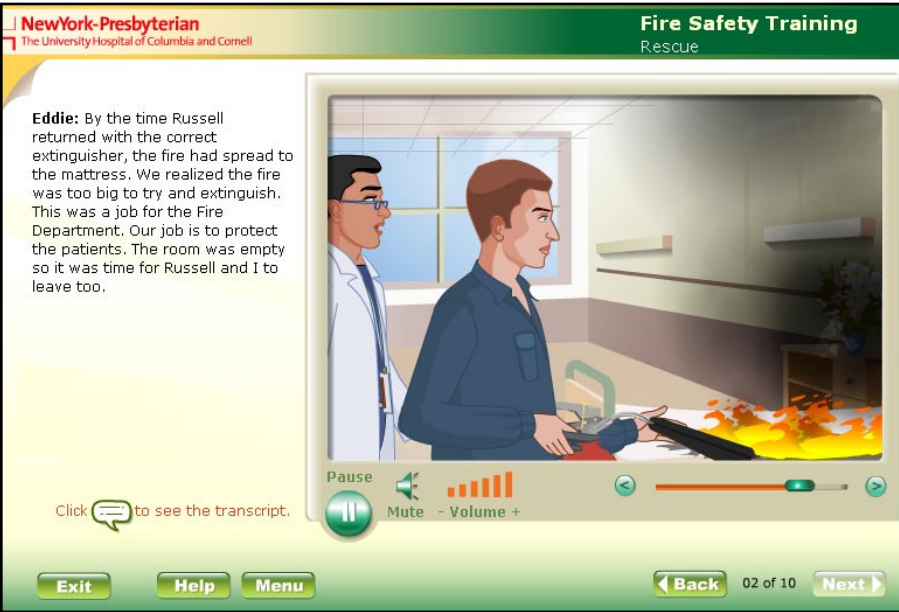


The story based program used stories narrated by five fictionalized characters of NYPH to drive down the point of the Rescue, Alarm, Confine, Evacuate, and Extinguish policy of fire safety.

Each module started with a pre-assessment stage to gauge user's knowledge of the subject allowing them to skip the module if they showed satisfactory levels of awareness.



To avoid having to read stories, the program used audio-visuals like this that engross users to the story being narrated.



Checkpoints that followed each module ensured improved retention.

