



CASE STUDY: Accu-Chek Inform™ Blood Glucose Meter

THE CHALLENGE: MEDICAL DEVICE TRAINING AND CERTIFICATION

Roche Diagnostics produces the Accu-Chek Inform blood glucose monitoring system, which is the world's leading blood glucose testing device for use in hospitals. These sophisticated, point-of-care testing devices are used by large hospital staffs of nurses and nursing assistants, who perform blood testing at the bedside in the normal course of their daily activities.

For this reason, every new nurse and nursing assistant must be trained in how to use the Accu-Chek Inform meter. With average turnover of staff in the large hospital environment, hundreds of new staff every year must be trained to operate the device. In addition, all existing staff must be re-certified every year with a written test.

This puts tremendous pressure on hospital technical and training staff, to teach new staff how to operate the meter, assess their skills, and certify their compliance. These meters are in use in hundreds of hospitals nationwide, representing a pressing need for consistent, accessible, and cost-effective training and operator certification.

PERFORMANCE SOLUTION: SIMULATION-BASED ELEARNING

With the widespread availability of access to the internet from within hospital environments, an internet-based solution was agreed to be the most appropriate learning solution. Course content consisted mostly of procedural material, which lent itself well to medical simulations of the meter, using the mouse to simulate a finger press on the meter screen or buttons.

Along with the learning benefits of simulation activities, additional questions and activities probe and stimulate learning, enhanced by a very realistic, graphical approach.

The program is organized into the following seven modules:

- Introduction
- Overview
- Getting Started
- Patient Testing
- Quality Control Testing
- Reviewing Results
- Maintenance and Support

Upon completion of the online training program, learners take an online test, which is automatically scored, and results saved to a database. This database allows the tracking of individual student performance in easily accessed reports available to hospital administration.

SOLID RESULTS:

The Simulation-based approach provides numerous benefits, including:

- Immediate access to consistent, high-quality training by Roche customers worldwide.
- Highly transferable job skills, improves staff performance.
- Decreased cost and automatic administration of yearly certification testing process.
- Frees Roche Diagnostics sales personnel to focus on generating new business, rather than training existing customer personnel.
- Fast, immediate access to reports for internal documentation

