

Welcome to the
EDMS Escape Room

Enter the
Room

The Challenge

Staff accesses our (EDMS) Electronic Document Management System to view documents from policies to procedures and forms. If you need to find the procedure on component centrifugation or the HR policy on paid time off, then EDMS is the answer. As revisions to procedures are continually happening, we place high importance on where to find the answer and not on if you know the answer. There are over 5000 front end documents in EDMS, therefore it's vital that the staff know where to go to find the information they need to do their jobs.

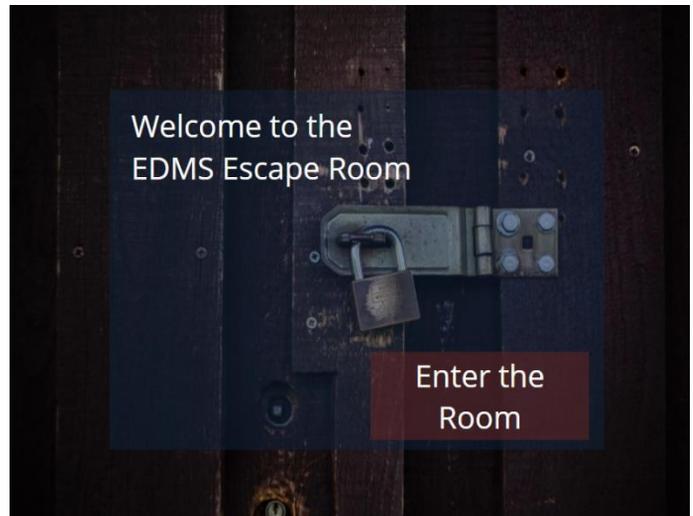
We wanted to create a meaningful and engaging reinforcement training experience for all of the staff at Vitalant and to test user's navigational skills in EDMS.

The Method

The EDMS Escape Room is a virtual escape room that tests user's knowledge in EDMS. As this was primarily an application of their skills, there were also tips and hints with navigating EDMS that would be helpful with completing the escape room. These tips and hints were also covered in the initial EDMS training tutorial when they were new hires.

The EDMS Escape Room was developed using Articulate Storyline 360 and the users interacted with the escape room through our LMS.

The user had 25 minutes to complete the virtual escape room and could attempt the escape room as many times as needed.



Considerations

Multiple considerations went into the project. First, the escape room was designed for a variety of audiences from staff collecting the blood to staff preparing the components for the hospital. We needed to find what was common to all areas in blood banking so everyone could relate.

Another consideration was building for various levels of user familiarity. Some users were expert users in the system and others were relatively new. The challenge was to find the happy medium where both audiences could find engaging and rewarding.

The virtual escape room was only available to the staff for about two months. The goal was to create hype and motivation to interact with the training. With this type of booster training, we didn't want to leave it out there indefinitely. This sets the stage for the possibility of another virtual escape room experience in the future.

We did not speak to if the escape room was optional or mandatory. We wanted department management to be able to drive that on their own.

User testing was an essential element to the success of the project. We identified all sorts of users with a wide variety of familiarity with EDMS. The primary purpose of the user testing was to identify an appropriate amount of time to complete the escape room as we didn't want to give too much or too little time.

Iteration was a significant part of the design. The feedback received from the testers was phenomenal. The feedback included adding suspenseful music and creating a tutorial for users who may not be familiar with the escape room concept.

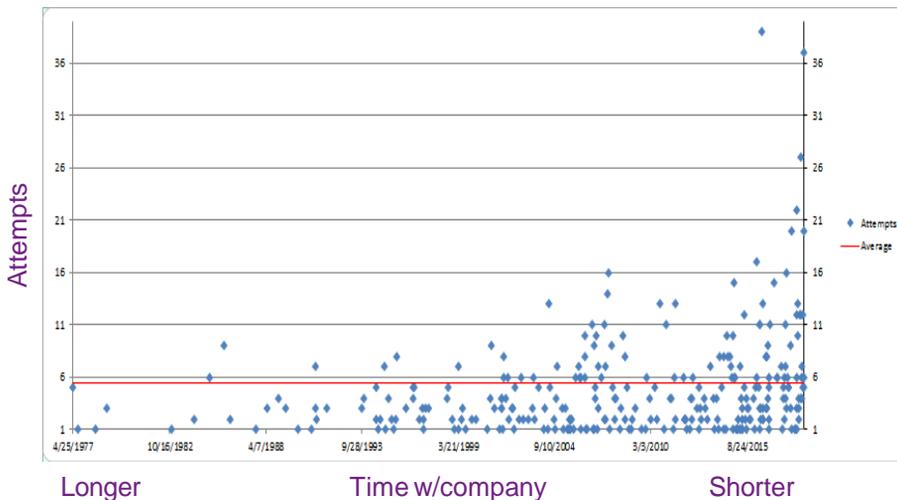
Reporting

At the end of the two-month timeframe, 663 users had interacted with the escape room; 367 had completed the game and 296 were still in progress.

On average there were 5 attempts per user and 12 minutes per attempt. 47% pulled the training, and 53% had it assigned to them. 13% of users with the escape room object on their transcript did not interact with the program at all and remained in a “registered” status. All but one of these users had the training assigned to them as opposed to pulling it themselves.

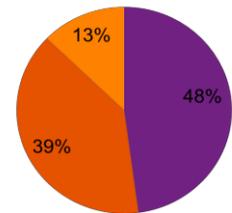
As a general trend, we see that newer users took more attempts with the EDMS Escape Room and this illustrates that EDMS navigation is something that needs to be continually practiced and exercised. This type of game makes a great candidate for “booster” or “reinforcement” type training to increase repetition and familiarity in the EDMS application.

Hire date compared to number of attempts



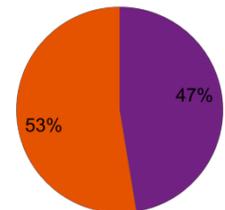
Transcript Status

■ Completed ■ In Progress ■ Registered



Assigned?

■ Pulled ■ Pushed



Feedback

Overall the feedback received was positive and praised for “out of the box” thinking when it comes to training motivating users to learn.

“I give this training a thousand thumbs up!!! It made learning fun and caught and kept my attention. The countdown timer and badge were awesome additions to keep the competitive juices flowing! I wish ALL of our training was this good! Using games to teach help to get the point across and to associate tips, tricks, and visuals with key take a ways to ensure that they stick. Great Job!!!”

EDMS Escape Room

Lessons Learned

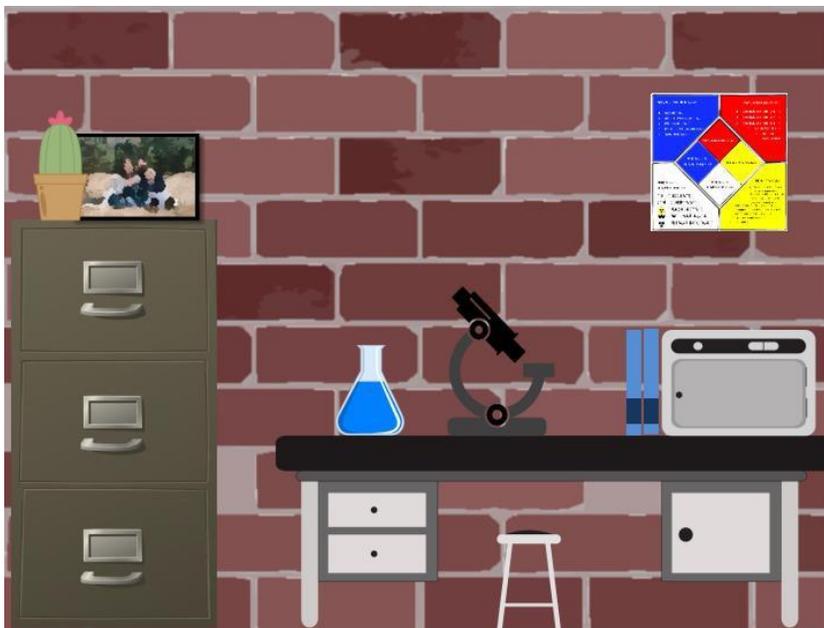
We advertised the EDMS Escape Room two weeks before releasing the training, which at first created a lot of hype. However as the week went on, it became “old news” and lost some of its urgency. Next time I would advertise a week in advance just enough to make users curious, and they know that it’s coming.

There were no difficulty levels for the program, it was a “one size fits all” approach. In the future, we plan to create the game with more variables so the user can choose the level of difficulty.

Staff was not as familiar with pulling the training, as we received numerous requests on how to find the escape room in CSOD. Our industry is highly regulated and all required training is pushed. As part of our initiative to encourage users to access optional training resources for themselves, it became clear they were not well versed in locating and adding training to their transcript. The report shows that less than half of those who completed the game pulled the training themselves. Next time we could create a link from the splash page that would take them directly to the course catalog.

A lot more data could have been obtained by creating each slide as a quiz and essentially saying that if they went to one area of the room, then it was “correct” or another area would be “incorrect.” This would allow us to use the SCORM 2004 Quiz Data reporting feature to see what the user interacted with in the game.

Regarding the design of the game, we didn’t take into account staff schedules. Most staff don’t have 25 minutes to interact with the escape room, they may only have 10 minute blocks of time to check email and other tasks. Instead of having the users go through three different rooms, it may have been better break up the rooms into individual sessions.



Example from the EDMS Escape Room

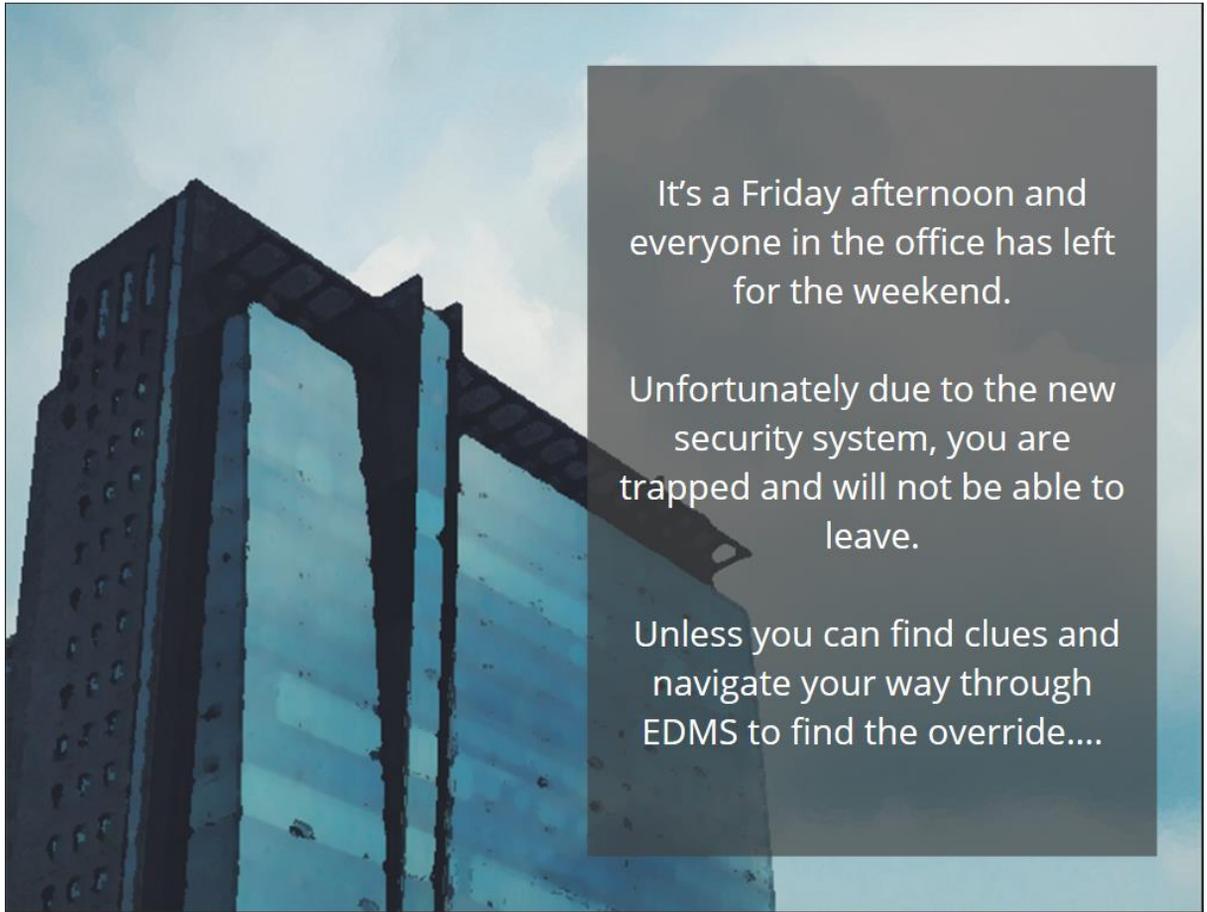
Above is an example of one of the escape rooms. The idea is to give visual or situational clues to the player to find a policy/procedure that would pertain to what they are seeing. Like in this example the plant and photo should be a clue to find the facilities policy which prohibits these items in production areas.

About Us

Vitalant exists to help people realize their life-transforming potential by offering convenient blood donation opportunities and sharing our expertise in transfusion medicine.

Vitalant is an internationally known and respected leader that continues to push the boundaries to advance the experience, practice and application of transfusion medicine.





Try it now... follow the link below to test your skill at escaping from the EDMS Escape Room.

Link to the EDMS Escape Room in action

<https://360.articulate.com/review/content/4519d808-de8b-4b5c-9080-08a2f357e102/review>

Note: This link contains the answers in the notes section of the eLearning. When deployed, the notes section was not enabled, and the users had to find the answers in the EDMS application.

About the Designer Kyle Miller:

Kyle is currently an Instructional Designer for Vitalant, formerly Blood Systems.

Kyle is introducing his organization to Gamification and adding game elements into their training catalog; illustrating that training can be both engaging and enlightening.

Training has always been near and dear to Kyle, as he was previously a trainer at Vitalant in Spokane WA, training donor eligibility and collections and was a Health and Safety Instructor for the American Red Cross.

Kyle will complete his [Sententia Gamification Journeyman Certification](#) in April, 2019.





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