

Case study: Quick Reference Cards

Overview

This aged care provider required a suite of on-the-job reference materials to support implementation of new roster management processes and a major upgrade to its rostering system. This included the introduction of a new self-service mobile phone application through which the company's 1000+ care staff could manage their rosters, pick up and swap shifts, etc

Challenge

The key challenge was to provide a solution which could be deployed to staff located at multiple sites across four states including those who worked shifts outside normal business hours.

Elements

The key elements of this project were:

- Technical writing

Solution

Michael designed and developed a suite of highly visual, easy-to-use Quick Reference Cards which provided instructions for completing roster management tasks including creating a roster, completing a daily roster review, and approving a roster. The solution also provided instructions for workforce-related tasks including booking leave, swapping shifts, advising shift availability, and .

Deliverables

The key deliverables for this project were:

- Quick Reference Cards x 15

Outcome

The project delivered on-the-job Quick Reference Cards for use by around 1000 general managers, care managers, administration staff, after hours in-charge nurses and care staff. This enabled them to familiarise with the new system and mobile phone application in preparation for go-live, as well as providing reference materials for ongoing use on-the-job.

Contact us

We can design and develop solutions to support small-scale, standalone initiatives to large-scale programs of work for major implementations. Contact us to discuss your requirements.
