

Improve Patient - Practitioner Interactions

The Challenge

A local health district in New South Wales needed to provide more impactful patient interaction training for healthcare practitioners. In particular, sensitive and difficult topics such as self-harm safety planning. Current eLearn scenarios were limited in their ability to provide emotional realistic learning experiences.

The Actions

- Created a set of 360 video based conversational experiences where the practitioner is having a sensitive conversation with a patient.
- Made these experiences accessible to frontline staff via VR headsets.

The Result

- Provided a much more emotionally realistic learning experience for practitioners Improved the overall learning experience from just an eLearn module.
- Reduced the need for in-person role playing scenarios during training.

