

July 3, 2019

Dear colleagues,

On Thursday June 20<sup>th</sup> and Monday June 24<sup>th</sup> 2019, WERC conducted a live blended learning pilot for the Just Culture eLearning game. A total of 73 participants from across the Health Agency attended the 45-minute live portion of the training as well as a 45-minute pilot evaluation. The purpose of this pilot live training and evaluation was to inform us of the experience that individuals had with the eLearning game and live portion of the training, and also garner as much feedback as possible to improve the major release to all 30,000 staff across the agency.

We invited one hundred participants to partake in the pilot program. Of that 100, 74 participants participated fully. We received multiple types of feedback from participants, most of which were qualitative. The intent of this report is to relay a summary of participant responses, as well as to chart a path forward for future revisions.

### **Pilot Key Takeaways**

In looking at how long it took to take the training, the majority of participants answered that it took between 16 and 30 minutes, with a close second being between 31 and 45. Anecdotally, this was said to be compounded by being very deliberate and looking it over carefully in order to spot any mistakes or take notes on the content.

Time in minutes	<15	16-30	31-45	46-60	>61
Number of responses	2	33	20	10	1

According to multiple choice evaluation tool using a five-point Likert scale, 80% of participants scored all seven factors above average. Of the responses that had at least one average to below average response, a majority still were above average, making the total positive response closer to the 90<sup>th</sup> percentile.

WERC facilitated an extensive 45 minute focus group discussion to build on the evaluation feedback and dive deeper into the finer details of the participant’s experience: their likes, dislikes and suggestions for items that might have been missing.

Of the responses, a large majority were positive. Responses included having a better understanding of the Just Culture process, feeling more able to communicate Just Culture terms and principles, as well as a better understanding of how to apply the Just Culture tools. To note, one response even touted “This is one of the best trainings I have ever participated in, both on-line and in-person” and “ I did not want to do it at first, but found it very engaging...”

Participants were also asked if they agreed or disagreed with a series of statements regarding the entire blended learning experience. Here too the results were more positive than not. (Some participants chose not to participate, so the total number is less than 73.)

### Agree / Disagree Results

Agree    Disagree

The eLearning Game was fun	65	8
The story kept my attention	70	3
The story was easy to follow	68	5
I answered at least one question incorrectly	49	24
★ The live portion helped me better understand the game and JC in general	58	10
I can relate the story in the game to my work county	54	16
★ I know more about JC after playing the game	60	10
★ I feel more confident that I can use JC in my job after playing the game.	58	11

There were also some more critical responses as well for both the game and the live portion. A few included mechanical issues, such as the back button returning the player too far back, the substitution test section animation did not match the practice, and vocabulary interactions restarted the questions.

The most salient points seemed to be clustered around the last portion of the training and how it connects to the player's work experience. It was noted that this portion was too short, and that it needed to connect more clearly back to the training with some suggested tweaks. A definite desire for additional resources being made available.

Much of the very important feedback we received was less about the game or the live training, but rather about how to implement what was learned, what was the manager's responsibility in these trainings, and how does this training or any training help the line staff in creating a more Just Culture.

### Moving forward

The finer details of the training moving forward will be addressed over the next month based on all of the data and responses received. All of this data will be used to direct us in fine-tuning both the online portion, as well as the live elements of this training package to be ready for release to the entire agency in August.

We believe that this training is an integral part of the overall Just Culture initiative and will be very useful and engaging for all levels of staff within the agency. We look forward to continuing our work together on this vitally important initiative.

In partnership,

Tom & Tyler  
WERC