

IT EDUCATIONAL METHOD "LESS IS MORE"

HOSPITAL PHARMACY, REGION ZEALAND,
DENMARK

OHP-027

Once upon a time...

This could easily be the opening sentence of one of our IT courses.

Objective:

To establish whether it is possible to use an educational method, called Less is More (LIM), for rapid learning of a new IT-system for a large number of employees at 6 different locations, giving a high degree of satisfied users.

Method:

The IT educational method called "Less is More" is based on three basic principles:

1. Tell a short story that the participants can relate to.
2. Use simple graphic displays to tell the story.
3. Use a single page navigation note with short instructions.



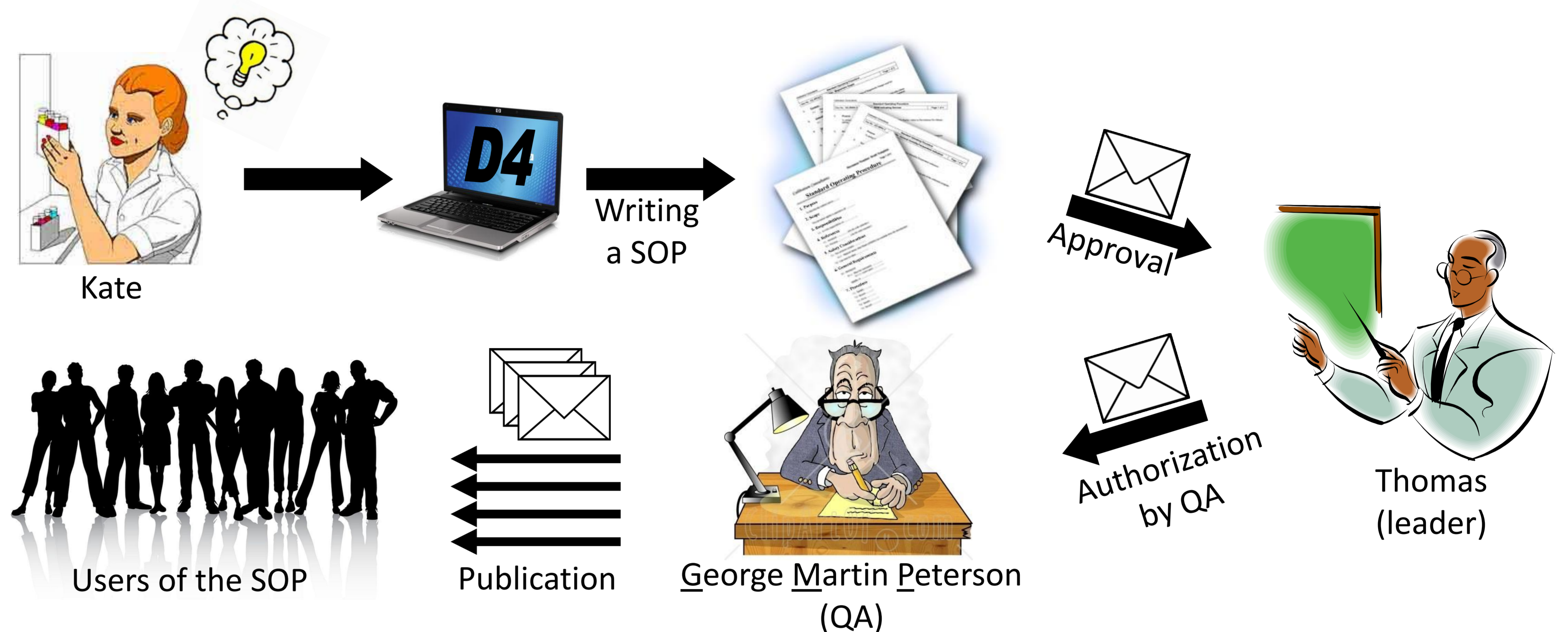
Hans Christian Andersen

1. Storytelling

In order to make complex IT systems more manageable for the user, you tell a story that is based on the user's daily reality. It is important to give the user an understanding of the system and of the background.

2. Simple drawings

To give the user an overall view of the system and principles, a series of drawings is created that, when combined, results in a graphic flow summary that illustrates the story.



Result:

A survey conducted after the course showed that all participants found the method extremely satisfactory, very satisfactory or satisfactory. 150 users at 6 different locations were taught over a period of 4 weeks.

Discussion:

During the first 8 months using the IT system the need for support has been very low, due to the users' access to navigation notes and their overall understanding of the flow summary, based on the storytelling and drawings.

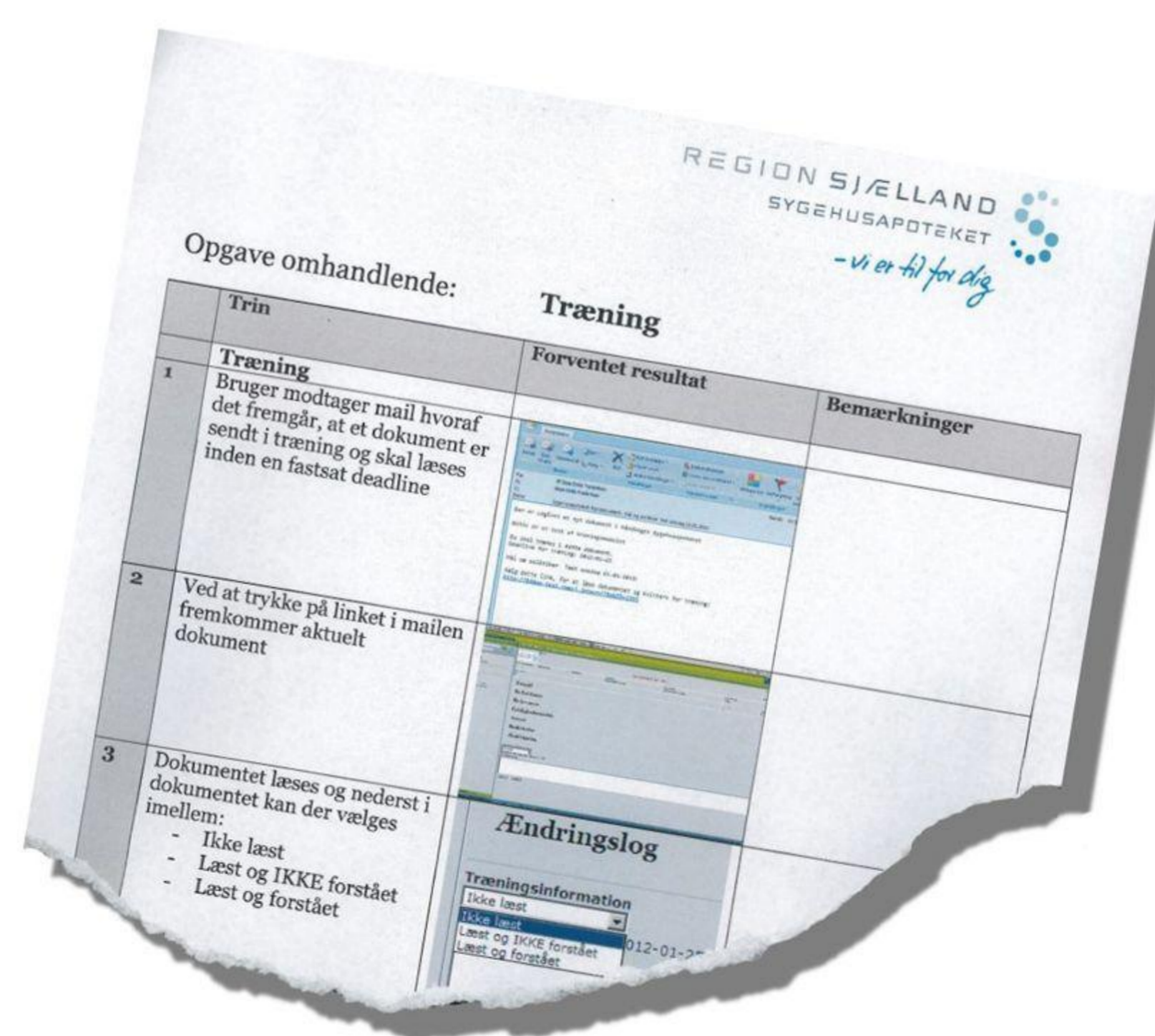
Based on the evaluation and feedback from the users, LIM is a feasible educational method for other IT-systems.

Conclusion:

The use of Less is More (LIM) can be successfully used as an educational method for rapid learning of new IT-systems, with a high degree of satisfied users.

3. Navigation notes

To help the user navigate in the system, single page navigation notes are used. These provide confidence and promote learning by using 'helicopter perspective', guiding the user through the system with few explanations.



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CONFLICT OF INTEREST: NONE

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