



Immerse Your Students in a Virtual World of Health Care Administration



Introducing Navigate Scenario

With content aligned to our best-selling textbooks, these scenarios are designed to prepare your students for success in the real world of health care management and administration.

In these virtual simulations, your students will take on the role of CEO, Marketing Consultant, Quality Improvement Director, Health Policy intern, and many others.

Immersed in a photo-realistic world with a full cast of characters, they will be faced with challenging situations and tough decision making.

An Learning Assessment Tool Available for:

Health Care Delivery

Health Policy

Health Care Finance

Health Care Law

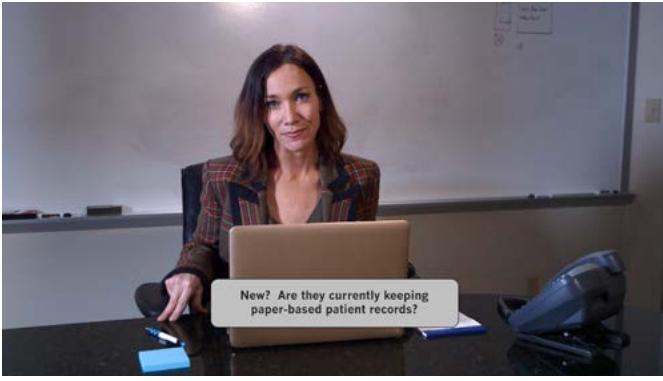
Health Care Ethics

Health Care Marketing

Health Care Human Resources

Organizational Behavior

Learn More and Sign Up For a Demo at www.jblearning.com/navigate/scenario Today!



NAVIGATE SCENARIO: Health Care Delivery

EPISODE 1: THE NEW SYSTEM

The Board of Directors of a national Health Care System is considering which electronic health record (EHR) system to use and how to implement the EHR in all of its facilities. As a Health Care IT consultant, the student will work with various team members at the corporate level to gather information and analyze the efficacy, safety/security/legal factors, cost effectiveness, and cost-benefit factors of two possible new systems to help them decide whether or not to implement one of them.

EPISODE 2: FINANCIAL ISSUES

Bright Road Health Care System is experiencing financial problems, for example insurers with late payments, Medicare patients with high readmission rates within 30 days (lost Medicare reimbursement), high staff turnover increasing costs, and low admissions to its obstetrics service. The student, a financial consultant, will work with Bright Road Health Care System staff members to review and analyze how operations in the Health Care System negatively affect its finances. Based on this information, the student will make recommendations for changes.

EPISODE 3: CUSTOMER SATISFACTION

The Chief Executive Officer of the Health Care System wants to improve patient care survey results in the urgent care facilities within the Health Care System. The perceived quality of service is the lowest rated area on the survey. As a Change and Process Management consultant, the student will work with the Director of Quality Improvement of the Health Care System to analyze the current structure, process, and outcomes of the urgent care facilities. The student will provide current quality improvement data, and make recommendation for improvements.

EPISODE 4: EXPANSION

The Board of Directors of the Health Care System is thinking of expanding services to include a home health agency in the community. The Health Care System is experiencing an increase in older adult patients and also has a problem with a high readmission rate within 30 days of discharge for Medicare patients. The Board of Directors has charged the Chief Executive Officer (CEO) to ask the student, their health care consultant, to help determine whether or not to develop this service. The student must analyze overall health care trends, population trends, disease trends, local trends and competitors, utilization of services, and other factors to determine whether or not to recommend opening a home care service.

NAVIGATE SCENARIO: Health Policy

EPISODE 1: POLICY ANALYSIS AND DEVELOPMENT

In this episode, the student is in a health care policy internship program in a Senator's office in Washington, D.C. The Senator wants to develop policy that requires all health care organizations that receive federal funds to implement the recommendations presented in the Institute of Medicine reports on quality care. The student must collect data, describe the problem, solutions and related ethical issues, examine the cost-benefit analysis, identify stakeholders (such as lobbyists from American Hospital Association, health care providers, health care corporations, pharmaceuticals, insurers, etc.), and impact. Based on this information, the student will create a policy description that will be the foundation for a bill.

EPISODE 2: GOING FROM POLICY TO LAW

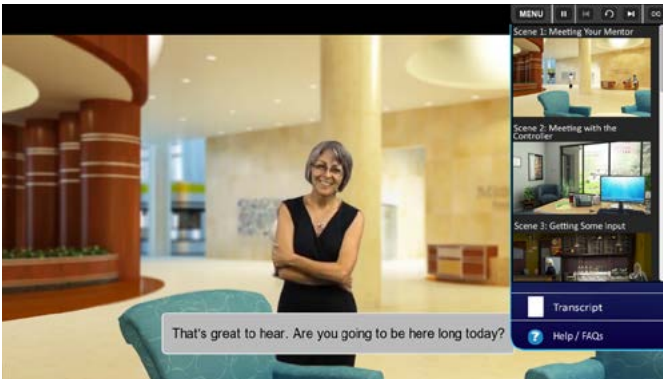
The student is an intern working with the Senator's team to get the bill (based on the policy created in episode 1) passed. The student must follow the legislative process to select committees, identify stakeholders, communicate with health care providers about their role, and identify key departments who will be responsible if the bill is passed.

EPISODE 3: IMPLEMENTING POLICY IN THE HEALTH CARE DELIVERY SYSTEM

In this episode, the student is the Director of Quality Improvement for a Health Care System. The student's team is in the process of establishing policies and procedures to ensure health law compliance. The student must work with team members to create policies and procedures that address the requirements, determine who the changes impact the most, and work with those people to develop a comprehensive communication strategy.

EPISODE 4: EVALUATING A HEALTH CARE POLICY

In this episode, the student is responsible for examining the DHHS' evaluation of the policy and how it may impact the Health Care System. The student will then work with a team to determine the best way to monitor the implementation of policy within the Health Care System and report it to the DHHS.



NAVIGATE SCENARIO: Health Care Finance

Assuming roles such as Chief Executive Officer, Chief Financial Officer, and Board Member, students apply their knowledge of health care finance to make decisions that directly impact hospitals and patients, such as whether to relocate a hospital facility and whether to propose a bond to finance a major hospital renovation.

EPISODE 1: CRITICAL CASE FOR BILLING & CODING

Acting as the Chief Financial Officer at a community hospital, the student discovers that there has been a reduction in revenue reported over the last three months. The student must determine the source of this reduction and devise a strategy to address the problem.

EPISODE 2: RATES NEGOTIATION CRISIS

Facing a second challenge as the hospital Chief Financial Officer (CFO), the student negotiates payment rates with the hospital's largest non-governmental client. As CFO, the student must decide whether to accept a reduced payment rate or risk losing the client's business.

EPISODE 3: FIRM FINANCIAL POSITION OR NOT?

Playing the role of an experienced labor law attorney, the student serves as a Board Member for a hospital system and must determine whether the hospital should consider a bond to finance a major hospital renovation.

EPISODE 4: TO MOVE OR NOT TO MOVE

In this final episode, the student assumes the role of Chief Executive Officer at a continuing care retirement facility. Preparing to present to the board at a retreat meeting, the student must decide whether to recommend that the hospital relocate the facility to a suburban area.



NAVIGATE SCENARIO: Health Care Marketing

EPISODE 1: STAYING RELEVANT

In this episode, the student will meet with the CEO of Bright Road Health Care System to discuss her concerns about the relevancy of their online resources, given the large Gen Y population the hospital serves, and the projected increase of Gen Z populations in that area. The student will work with the Marketing Director of Bright road to learn about their current online and social media resources and utilization information. Using this information, the student will then make recommendations to the CEO about how to improve online presence.

EPISODE 2: PATIENT ENGAGEMENT

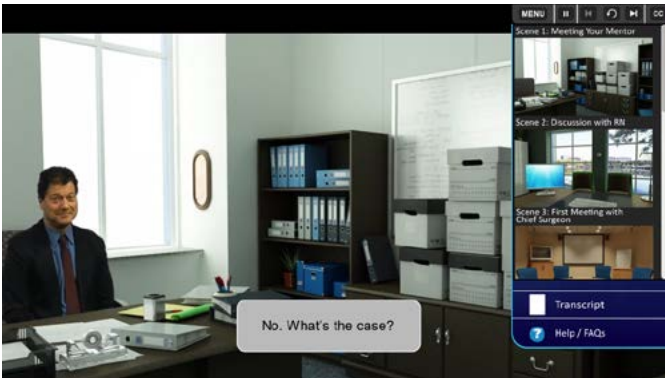
In this episode, the student will work with Bright Road staff members to gather information about their patient demographics, and then analyze the functionality and utility of the Health Care System's Personal Health Record, a resource provided to their patients. Using this information, the student will make recommendations on how to improve the functionality and utility of the Personal Health Record.

EPISODE 3: RECOVERY AND RETENTION

The main Urgent Care Facility within the Health Care System has experienced a marked decrease in returning customers. In this episode, the student evaluates the patient experience with the facility from appointment scheduling through the visit with the staff and physicians. The patient experience evaluation elements include clinical, process, and environmental elements. Based on this information, the student will recommend operational changes, if appropriate.

EPISODE 4: HOW ARE WE DOING?

It's time for a marketing audit! In this Scenario, the student will apply the concepts learned throughout the training. The Health Care System wants to see how responsive they are to market needs and preferences, and if their marketing strategies are showing a good return on investment. The student has been brought in as an objective party to perform this audit. During this episode, the student will choose the right people to be in the interviews and choose the best questions to ask.



NAVIGATE SCENARIO: Health Care Law

The general storyline includes four different episodes in which the learner, a Health Care Administrator new to Bright Road Health Care System, will be required to review legal cases and use the concepts of health care law to determine the Health Care System's legal risks and liabilities. To support this general storyline, these episodes will create an immersive world with photo-realistic health care settings, and supporting characters with whom the student will interact. The student will need to gain information from these characters, along with other resources, to analyze information and make critical decisions about these legal cases. Bright Road's General Counsel will act as the student's mentor, helping them navigate difficult legal concepts.

EPISODE 1: HOSPITAL NIGHTMARE

In this episode, the student is presented with the case of a patient who needlessly develops a staph infection, following an unrelated surgery. Though the patient survives, the infection leaves her with permanent lung damage, and the hospital is later sued with negligence. The student will need to gather information about the incident from the parties involved, and work with the Health Care System's General Counsel to determine the Hospital's liability.

EPISODE 2: MEDICATION ERRORS

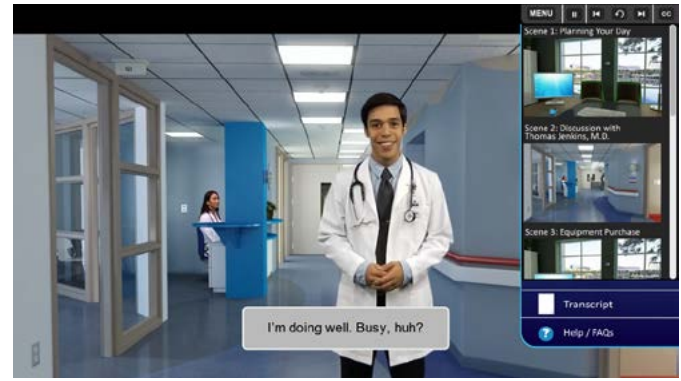
When eight week-old infant dies after being overdosed by an antibiotic that had been incorrectly prepared in the hospital's pharmacy, the student in the role of the new health care administrator, must interview staff members and work with the General Counsel to analyze the four elements of negligence in order to determine the hospital's liability.

EPISODE 3: THE WRONG BODY PART

In this episode, the student will examine a negligence case, stemming from an incident in the hospital operating room, in which a patient has the wrong limb removed. The student will analyze this case from the standpoint of the legal concept Res Ipsa Loquitur, and work with General Counsel to determine the hospital's liability.

EPISODE 4: FAILURE TO OBTAIN CONSENT

In this episode, the student will be presented with a negligence case in which the patient receives conflicting advice regarding the treatment for a blocked artery; the patient's wishes regarding insertion of a catheter and stent are disregarded on his consent form.



NAVIGATE SCENARIO: Health Care Ethics

EPISODE 1: EQUIPMENT PURCHASE

In this episode, the student is the CFO of small rural women's health center within Bright Road Health Care System. The physicians in the center have approached the student to purchase a mammography 3D machine, at a cost of \$500,000. The student will have to use newly learned ethical decision making skills to consider finance, authority of Board of Directors, public relations/marketing, wishes of medical staff, needs of the community, and future implications when making a decision as to whether or not to bring in the new technology.

EPISODE 2: STOCKPILING

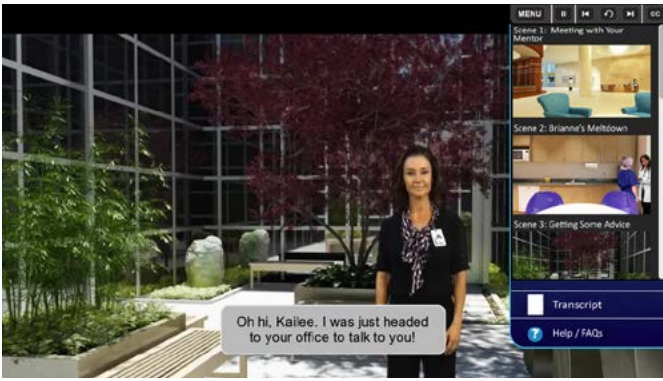
In this episode, as the purchase/procurement manager of a large hospital within the Bright Road Health Care System, the student will have to make a critical decision with regards to a particular cancer treatment drug that was recently taken off the market. The student will use the information gathered to consider the good of the individual vs. good of community, PR, humanitarian aspects, future cost of medicines, future availability of the medicine, and potential of the hospital needing the medicine in near future.

EPISODE 3: LABOR AND DELIVERY SERVICES

In this episode, the student is the manager of the Social Services Department. As part of the ethics committee for a rural 18-bed hospital, the CEO and CFO ask the student to contribute to an initial discussion on the decision to continue having labor and delivery in the hospital. The student knows that historically in this community, women seek late prenatal care. In discussions with the committee, the student learns that the Ob/Gyn has no back-up specialty coverage, that the family practitioner really does not want to do obstetric services (late nights, insurance...), and that the community loves the service. Based on this information, the student must make a recommendation whether to continue labor and delivery services at the hospital.

EPISODE 4: CONFIDENTIALITY

In this episode, the student is the head of Information Technology (IT) Services. When test results for an upstanding member of the community come back as positive for Syphilis, the student is presented with some ethical decision making challenges based on laws requiring that the results to be reported to the state Public Health department, versus the ethics of patient/physician confidentiality.



NAVIGATE SCENARIO: Health Care Human Resources

Assuming roles such as HIM department manager, Human Resource assistant, and manager of the Blood Bank/Immunology unit, students apply their knowledge of human resources to make decisions that directly impact hospital employees, such as how to address the threat of impending budget cuts, how to handle a potential discrimination issue, and how to develop a strategy to increase staff morale.

EPISODE 1: OVERVIEW: MORE HELP NEEDED — NOW!

Serving as the manager of a hospital's health information department, the student guides a team that is struggling with a backlog of work and budgetary pressures.

EPISODE 2: UNDERSTANDING EMPLOYEE RIGHTS

Recently hired as a Human Resource Assistant at a small hospital, the student must solve a conflict involving ADA and racial discrimination compliance laws.

EPISODE 3: THE SILENT GROUP

In this episode, the student is the manager of a Blood Bank/Immunology unit and stages an intervention to boost employee morale.

EPISODE 4: THE REPEAT OFFENDER

Building upon episode 3, the student must develop a disciplinary plan to deal with an employee who has made multiple procedural mistakes.



NAVIGATE SCENARIO: Organizational Behavior

In this scenario, you are a newly promoted manager at XYZ Software company. At this new level, effectively handling office politics will play an important role in your success. Through real-life scenarios and character interactions, you will learn important lessons about power and how best to use it.

EPISODE 1: BEHAVIOR INFLUENCES

As a new manager, one of your initial challenges involves motivating a new employee who has good credentials but clashes with other team members. Your mentor Warren provides helpful guidance and suggestions such as investigating the Myers-Briggs website.

EPISODE 2: GROUP DEVELOPMENT

In an attempt to improve team dynamics, you take your team on an "Onward Bound" team-building retreat. Though you encounter challenges, good learning takes place.

EPISODE 3: TEAMS AND TEAM BUILDING

You are asked to join an XYZ Software committee studying the effectiveness of virtual teams. Now under the microscope, you must find a way to motivate your team to collaborate effectively using virtual meetings.

EPISODE 4: LEADERSHIP

Thanks to your leadership, the team finally starts coming together. Meetings with your mentor Warren and your Uncle Monty highlight stark contrasts in leadership approaches.



FOR INSTITUTIONS/FACULTY:

- ✓ **Provide an impactful learning experience** that can be easily integrated to your existing curriculum and delivered online, on ground, or hybrid.
- ✓ **Assess student engagement** with new built-in assessment quizzes that report directly to the Navigate gradebook.
- ✓ **Faculty and student support tools** will ensure a seamless learning experience. A training portal containing a variety of resources will provide students and educators with additional guidance.

GETTING STARTED IS EASY

- 1 Identify the area of your course that you would like to improve. Navigate Scenarios can be used to simplify a difficult topic area and increase student engagement.
- 2 Choose the Navigate Scenarios that best suit your course needs.
- 3 Contact your Account Specialist for an in-depth demo. During the demo, you will learn how you and your students will interact with the Navigate Scenarios.

FOR STUDENTS:

- ✓ **Access content easily** around the clock, 24x7x365, and around the globe. Students can access sessions on their schedule, practice at their own speed, and reuse as many times as they need.
- ✓ **Prepare for real-world challenges** in the high demand healthcare field. Practice critical thinking and communication skills and apply classroom knowledge to industry specific situations.
- ✓ **Gain the advantage** with this first-of-its-kind learning environment that lets students play the role of decision-maker.

Learn More and Sign Up for a Demo at www.jblearning.com/navigate/scenario

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