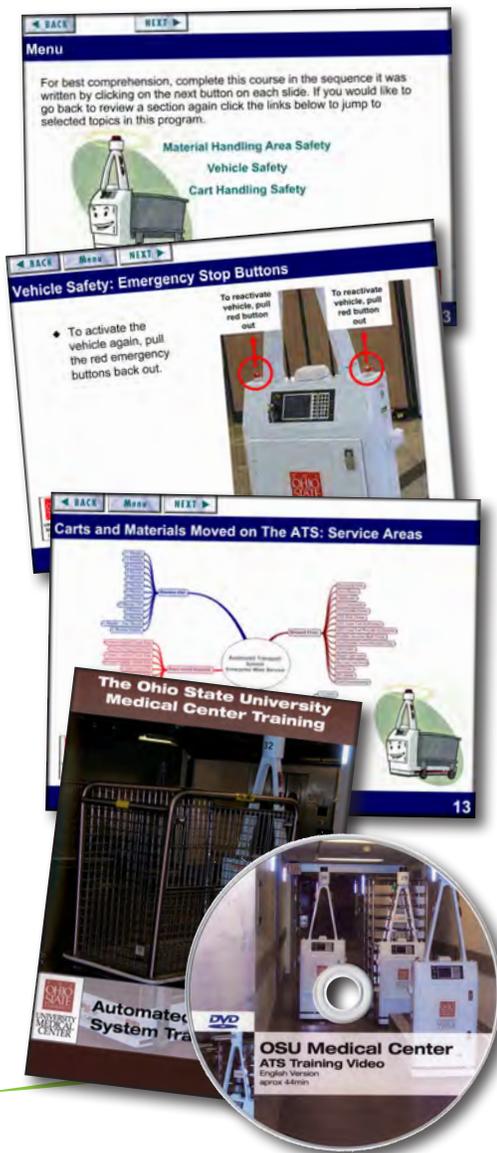


PROJECT PROFILE:

OPERATIONALLY-INTEGRATED ATS TRAINING

THE OHIO STATE UNIVERSITY MEDICAL CENTER

ATS Benchmark since 2004
2400 Daily Cart Movements
8 Support Departments



Synergent Services

- Departmental Process Improvement
- Operationally-integrated ATS Training

Synergent Contributions

- Developed a user interface system that does not rely on literacy or require extensive training.
- Coached vendor on incorporating operational procedures into their training program.
- Designed simple instructional signs and "Do & Don't" signs to address common operational issues.
- Designed safety signage in three (3) languages.
- Scripted and directed production of a 44-minute training video with core training and five (5) department-specific modules.
- Coordinated all efforts with the hospital's education department.
- Successfully transferred ownership of the most extensive US hospital ATS at the time.

Scope of Project (2003-2005)

- Ensure ATS Meets Owner Needs
- Maximize Departmental Benefit of the ATS
- Multi-level Classroom Training for 450+ Personnel
- Computer-based Training Modules
- Department-based Training Video in Three (3) Languages
- User Interface Design

Key Synergent Consultants

- Sherri Babcock
- Ann Milem
- Bradley Nelson
- Mia Turpel
- Kim Raderstorf