Utilizing Best Practices in Online Learning: Focus on Patient/Medication Safety for Healthcare Professionals

Sonya Dhanjal BSc, PharmD 1,2,3; Certina Ho BScPhm, MIST, MEd, PhD 1,2,3

Institute for Safe Medication Practices Canada, 1 School of Pharmacy, University of Waterloo, 2 Leslie Dan Faculty of Pharmacy, University of Toronto

Introduction

- **Background:** Optimizing patient/medication safety education can enhance a culture of patient safety; current safety educational material tends to be presented in traditional, didactic model.
- **Objective:** Determine the best practices of online learning.
- **Deliverable:** Application of best practices to develop 3 modules on patient/medication safety.

Methods

- Conclusion & Future Directions.

Results - Identification of Best Practices in Online Learning & Application in the Development of Modules

**Make it Easy to Learn**
- Avoid Overloading
- Ensure Intuitive Flow
- Incorporate Multiple Learning Styles

**Engagement is Key**
- Acknowledge the Learner
- Create Interactions with the Screen
- Assess the Learner’s Progress

**Equal Learning Opportunity for Everyone**
- Apply Keyboard Accessibility
- Include Audio Transcripts
- Verbalize Instructions

Acknowledgements & References

- Key Terms: Best Practices, guideline, best practice, procedure, standard, eval, evidence, engag, qualit, design, recommend, resource, multimedia learning platform, education platform.
- Sources: Web of Science, Google Scholar, Adobe Articulate Resources, UW Centre for Extended Learning, UofT Centre for Teaching Support, UW Centre for Extended Learning, Adobe Articulate Resources, Google Scholar, Web of Science.

Conclusion & Future Directions

- Best practices of online learning are:
  - Multifaceted
  - Versatile and applicable to many subject matters
- Future Directions:
  1. Create modules on E-Learning platform
  2. Pilot modules, assess user feedback, and revise modules accordingly
  3. Launch modules on E-Learning platform for health profession students &/or healthcare professionals

Content Matters

- Involve a Subject Matter Expert
- Meet the Learning Objectives
- Link Content to Learning Process

Learning Objectives

1. Describe the 5 steps to prepare and disclose an incident to a patient or caregiver
2. Understand how to provide support for “the second act
3. Identify underlying causes for the incident
4. Apply a “systems-based approach to prevent similar incidents from recurring in the future

Additional Resources

- Web site: [Link]
- Email: sonyadhanjal@gmail.com
- Designed By: Sonya Dhanjal

Note: The module is designed to be interactive and engaging, providing learners with practical examples and real-world scenarios. The module is available upon request.

Published with the support of the Instructional Technology Innovation Fund (University of Toronto), Teaching Innovation Award (Leslie Dan Faculty of Pharmacy, University of Toronto), Ms. Diane Michaud (Faculty Librarian, School of Pharmacy, University of Waterloo), Matthew Enderby (Instructional Designer, Centre for Teaching Excellence, University of Waterloo), Adrian Boucher (Director, Centre for Teaching Excellence, University of Toronto), Melody Truong (Pharmacy, University of Toronto), and Paul Rampin (Director, UWaterloo Centre for Extended Learning, University of Waterloo).