# LIM REACH: SERVICE DESIGN BLUE PRINT (v. DATA ENTRY)

Reference How To:

| Category | Step 1 | Step 2 | Step 3 | Step 4 | Step 5 | Step 6 | Step 7 | Step 8 | Step 9 | Step 10 | Step 11 | Step 12 | Step 13 | Step 14 | Step 15 | Step 16 | Step 17 | Step 18 | Step 19 | Step 20 |
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| **Physical Evidence** | Radio Advertisement Leads to -Hotline # -Url of Clinic Site | Poster & Connected Flyers For Community Distribution -Hotline # -Url of Clinic Site | Local Clinic Website | Website Splash Page- About service and training that will be taking place. | High level training info brochure PDF download | Company hotline | Web URL apply online for position | Training overview (things to expect) high level take away brochure -Link to online follow along training guide | Welcome to training email | Weclome To Training Signage | • Training take home materials for UTG • [My infinite socket] while in training | Printed training Kick Off Overview Day 1 Agenda for what will be covered over (3 days). | Day 1 Agenda-Training White Board Sketch | On-line HW: Digital Follow Up UTG | Day 2 Agenda-Training White Board Sketch | Day 3 Agenda-Training White Board Sketch **Next Steps | • Written test • Physical device test • Treatment Tools List | Patient Pre-Evaluation Clinical recommendations Take Away Guide | Apprenticeship Notebook | Clinical Treatment Lim Certification Diploma |
| **Trainee Status** | Trainee Hears Radio Ad | Trainee Sees Flyer in Local Pharmacy | Trainee goes to website on the flyer he took away | Trainee Reads program and company information | Trainee reads downloaded PDF high level training brochure from splash page. | Call company hotline to inquire about work | Trainee applies online to submit resume information | Trainee goes to clinic for first time for interview with the clinic manager. | Invited to training by clinic manager | Greeted by clinic staff | Trainee signs into clinic | Sit down in clinic treatment training area with 3 other trainees to begin training | Day 1 Understanding context and case studies Trainee becomes familiar with device and its parts. | Do daily online follow up home work and turn around tests. Communicate and collaborate with peers to ask questions and get the answers right. | Day 2 How to measure for customization Trainee asks unanswered questions from previous day and things they couldn't figure out the night before. Does day 2 of training. | Day 3 How to customize and fit Trainee asks unanswered questions from previous day and things they couldn't figure out the night before. Does day 2 of training. | Trainee takes a test at the end of basic training • Written Test • Practical Test | Patient Pre-Evaluation walk through & clinical recommendation guidelines | Trainee shadows prosthetist for 3 weeks | Begin one on one treating and fitting patients |
| **Service Employees** (FRONT STAGE IX) | PR: Community Outreach Mngr | Local Entrepreneur Painter with Community Leaders | Clinic Manager Cooridates with Lim Reach Web Designer | Clinic Admin Staff | | Clinic manager, Training manager | | Clinic Manager or Training Manger | Training manager | Admin Staff, Training Manager | Admin Staff, Training Manager | Training manager | Training Manager, Prosthetist, and Technician | Training Manager | Training Manager, Prosthetist, Volunteer Patient and Technician | Training Manager, Prosthetist, Volunteer Patient and Technician | Training Manager | Training manager | Clinician or Prosthetist & Trainee | |
| **Digital & Service** (FRONT STAGE IX) | Announce Training, Clinic Service, and Hiring Information Channels For Distribution: Slack, We Chat, Facebook | Buy Ad Space, Recruit Community Clinic Ambassadors | Customize Web Data For Site Update | Update training dates to splash page periodically | • Trainee clicks on splash page (more info) • Enters their email • Downloads high level training info brochure PDF | Answer hotline and schedules interview, asks potential recruit to submit his resume at the application link | Website records step by step resume information or pulls data out of an uploaded resume | Interview occurs with trainee at clinic | Calls potential trainee and invites to training | Greet and Sign in Attendees | Sign in attendees with all neccesary employment paper work and distribute training materials. | Seat attendees and introduce one another. | Trainers walk trainees through high level information of the technology and familiarize trainees with the device. A particular emphasis is spent on case studies of patients who have recieved care and the benefits of the technology. | Sees backend data base of homework being worked on and helps trainees as needed when they get stuck | Trainers show the process of taking photographs, measuring, and taking casts of a terminated limb to create a customized infinite socket. | Trainers show the process of customizing and finish fabricating a lim infinite socket. | • Gives written test • Break For Lunch • Practical Test is Given | Walks through guidelines and clinical recomendations | Co-treat amputees | Training graduation party at clinic with cake |
| **Employees** (BACK STAGE IX) | Community Outreach Mngr | Community Outreach Mngr | Lim Reach Web Designer | Trainers, volunteers, patients, and prosthetists | Training Manager is Notified of download and contact info | Clinic manager, Training manager | Clinic Manager | Training Manager and Clinic Manager | Training manager | Admin Staff, Training Manager | Admin Staff, Training Manager | Training Manager, Prosthetist, and Technician | Training Manager, Prosthetist, Volunteer Patient and Technician | Training Manager | Training Manager, Prosthetist, Volunteer Patient and Technician | Training Manager, Prosthetist, Volunteer Patient and Technician | Administrative Staff and training manager | Training manager and lead clinican | Admin team | Administrative staff |
| **Apps & Systems** (BACK STAGE IX) | | | Create local website URL | Site is Updated | | Phone System | | | | | | | | UTG backend | | | | | Client data base pings administrative staff for follow up | |
| **Data** (BACK STAGE IX) | Write and Upload Event Info: | Translate and Update Flyer and Poster Designs For Local Clinic; Create Local Radio Ad | Lim Reach Web Designer organizes new translated information | | Potential trainee download request and contact info entered | Potential Trainee phone calls | Reviews resumes and CV's | All interview notes and CV's collected and reviewed | HTML welcome to training email (updated and translated) | Post Signage and position greeter with materials to share on arrival | Collect all documents from trainees | | Day 1 training agenda. | Trainee progress or stuck points | Day 2 training agenda. | Day 3 training agenda. | Scores written tests and provides results to training manager | Scenarios that arrive at the various clinical recommendations | Chat bot data pushes to client data base | |
| **Networks & Service Process** (BACK STAGE IX) | Follow up likes and questions that arise in chat logs. | | Uploads to local web site | | | Phone system toggles to on call member Then offloads to answer service in off hours | Website back end automatically sends an email to Clinic Manager for each applicant with personalized language | Decisions are made about who to invite to training | HTML email system | Mount and install signage | File paper work into tax data base and main file system | Print kick off agenda | Write agenda on the board. Training staff and patient coordinate days training agenda in morning meeting. | Training Manager reaches out when trainee gets stuck | Write agenda on the board. Training staff and patient coordinate days training agenda in morning meeting. | Write agenda on the board. Training staff and patient coordinate days training agenda in morning meeting. | Totals of test results are evaluated by training manager | Comb through past case studies that accurate paint a portrait of typical patients from the area that fall into the clinical recommendation scenarios | Follow up on pre-evaluation data in from chat bot, to confirm appointment, and reconcile any missing data | Order and pick up cake |
| **Support Processes** | Outreach Marketing Plan For Clinics With Customizable Data Inputs to a Content Mngmnt System of predesigned assets | | Create parent website for total franchisable service and local clinic websites to be translated and customized | Build scheduling Infrastructure and personel contact list • Create independent emails for all personel • Create independent calendars for all personel | Personalized emails should be drafted for each potential candidate • From training manger email • To-Potential Trainee • Automated text should flow into the body of the email that is in sync with the current program information | Establish call system with roll over and voicemail service for recruits | Web back end build dashboard that allows personalization for hiring manager of data from potential employees | Translate trainee qualifications list and inital job description for advertisement | Manage recruiting and personel needs list to hit personel numbers and continue recruiting push efforts. | Design and print signage | • Make sure there are enough Infinite sockets on hand for each trainee to take one home with them • Print all materials needed for training • Ensure all training materials have been updated and are properply tranlated | • Recruit + coordinate volunteers and support staff • Coordinate with volunteer patients for day 2 of training. | • Buy fresh baked goods for training kick off provisions. • Coordinate with volunteer patients for day 2 of training. | Design and engineer full workshop for testing. Final questions and concerns. | Coordinate with volunteer patients for day 3 of training. | Create training exit information and preparation for testing. Final questions and concerns. | Translate written test into local language and make sure it is understandable for local population by doing a round of pre-screening | Create large category standards for local population and injury types, locate local crutches and wheel chairs for alternative resources | Admin team does rigorous job of making sure that there are enough patients to sustain trainee being there for the day and they coordinate the number of days needed for full three week shadowing. | Create lim training diploma |