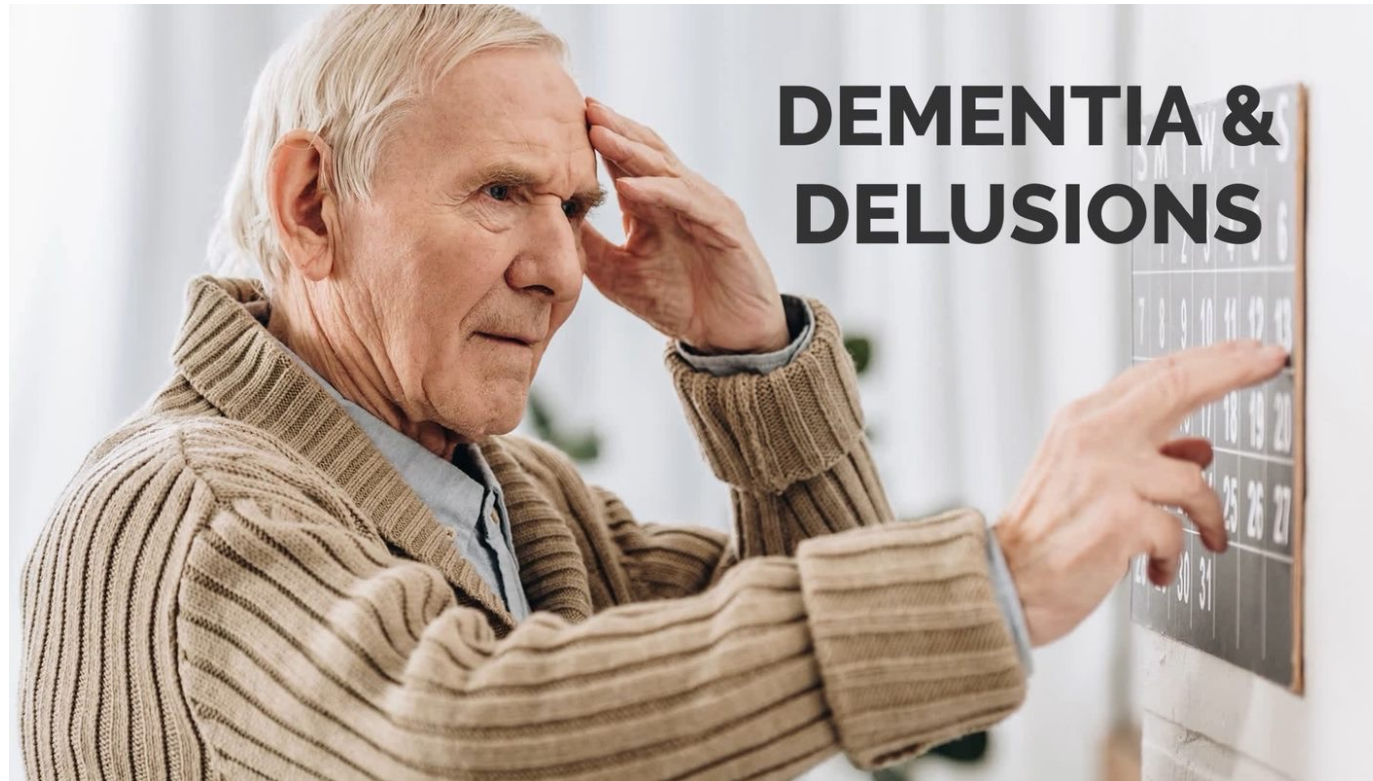# Why Microlearning?

Anglicare SA adopted a microlearning model to:

1. Improve care outcomes for residents living with Dementia

2. Make training more accessible for frontline staff.

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Background

Implementation

Our change and communication plan consisted of:

1. Video message by GM Aged Care Services

2. Posters, balloons, banners and lolly stations at each Aged Care facility prior to launch date.

People Business Partners ran Information sessions at each RACF to:

1. help participants log in

2. become familiar with how the app worked and overcome preconceived fears of technology devices.

Outcomes

- Not mandatory training

- Amount of staff using app

- Successful Campaign

Outcomes

Achieving a **64% adoption** outcome for non mandatory learning was due to three factors:

1. how easy the app was to use

2. the implementation plan we put in place to ensure that staff knew about it

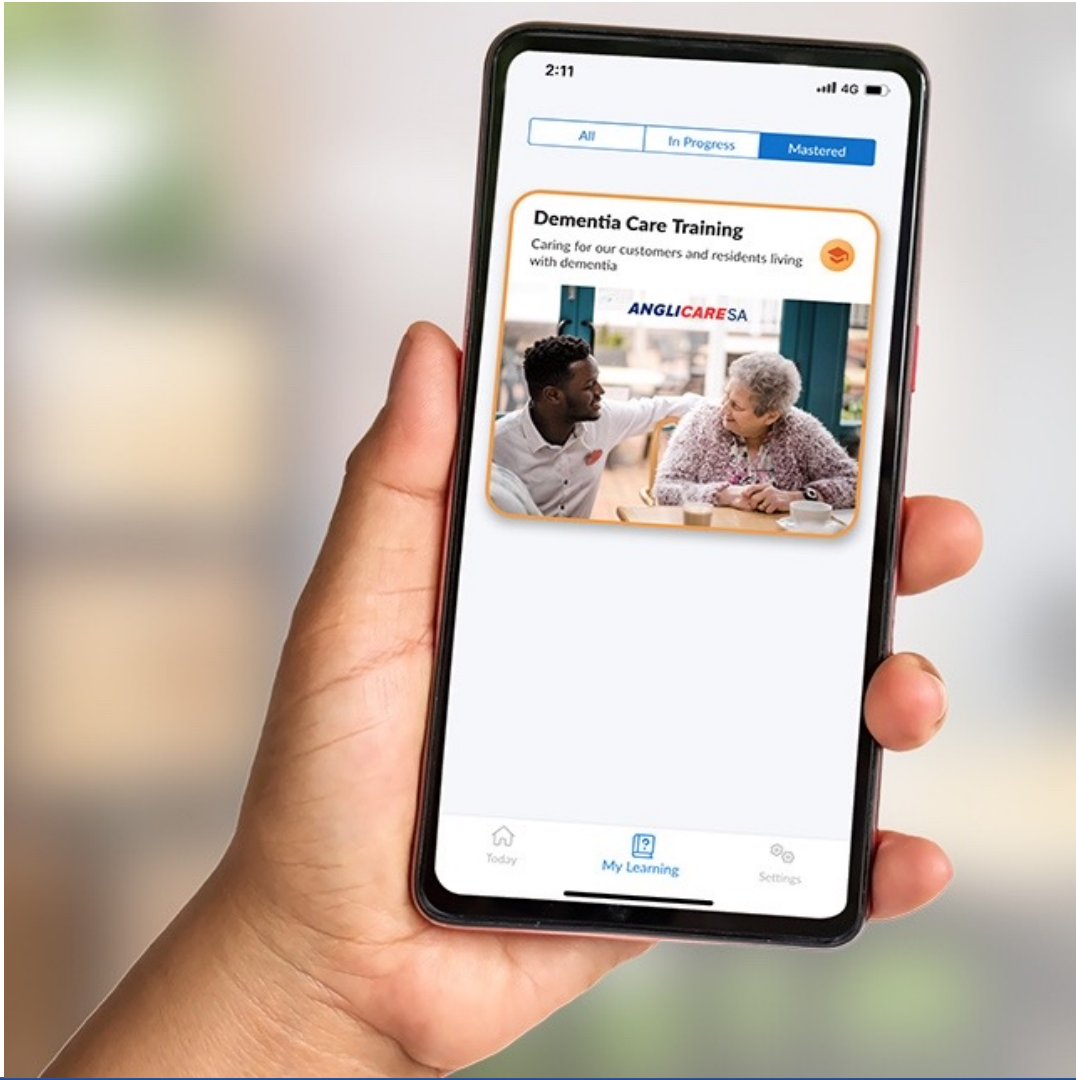3. we were visual and onsite to help with any issues, problems or questions.

Was it easier to learn a few minutes a day instead of doing it all in one 30 – 60 minute eLearning course?

12.5% No comment.

87.5% Yes - it was easier.

Together we change lives.

*ANGLICARE*SA
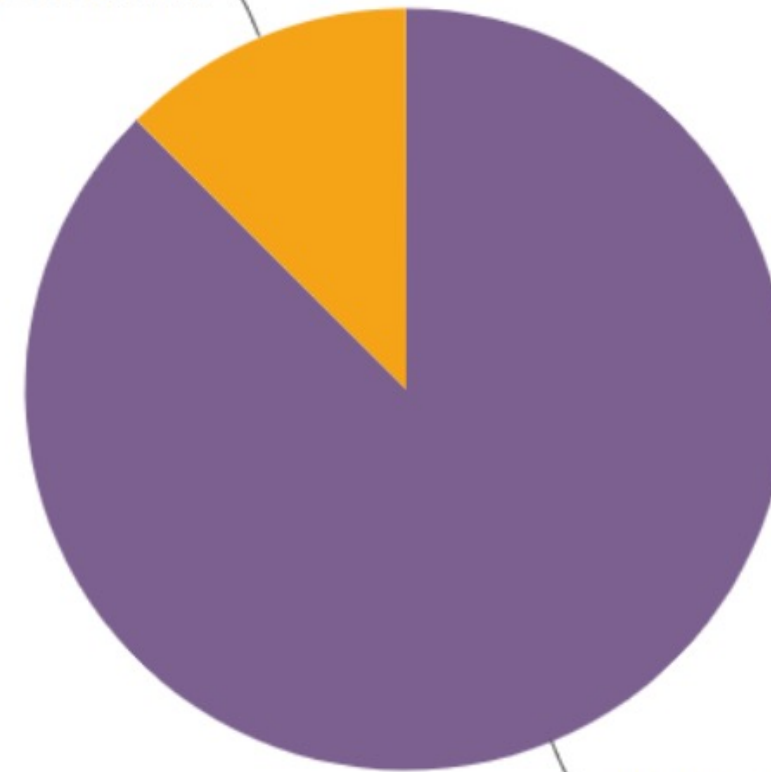
Highlights

- The number of staff that took up the training on the app.

- Staff did this microlearning during breaks, at home, on the bus.

- No backfilling.

- Our staff were the SMEs and designed the content based on real life situations.

- Innovative and progressive way to deliver learning - 5 minute bursts of learning a day.

- Staff still applying techniques now with residents.

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Challenges

- Staff having to download app on their personal devices.

- Fear of technology.

- Time out of BAU to run through campaign and promote it.

- Rolling out through restrictions with COVID.

The staff learning experience

- The app uses the Gunning Fog Index to make content accessible and inclusive and improve readability.

- Questions usually take the form of a scenario.

- Scenarios included audio, video, animation or images.

- Conversational banter motivates users toward mastery.

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The staff learning experience

- PCWs get rich adaptive feedback. Feedback is differentiated for correct and incorrect selections.

- The feedback is personalised on a PCW's first, second and third correct / incorrect attempts.

- Conversational banter is customisable to help clients reinforce values and behaviours as part of the learning experience.

How spaced repetition and mastery works?

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1 **Question 1:** Correct ✓ **Question 2:** Incorrect ✗	2
3	4 **Question 2: Correct** ✓	5 **Question 1:** Correct ✓	6	7	8 **Question 2: Correct** ✓	9
10	11	12 **Question 1:** Correct **MASTERED**	13	14	15 **Question 2:** Correct **MASTERED**	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

April 2020
Su M Tu W Th F Sa
1 2 3 4
5 6 7 8 9 10 11
12 13 14 15 16 17 18
19 20 21 22 23 24 25
26 27 28 29 30

June 2020
Su M Tu W Th F Sa
1 2 3 4 5 6
7 8 9 10 11 12 13
14 15 16 17 18 19 20
21 22 23 24 25 26 27
28 29 30

Mastery Streak:
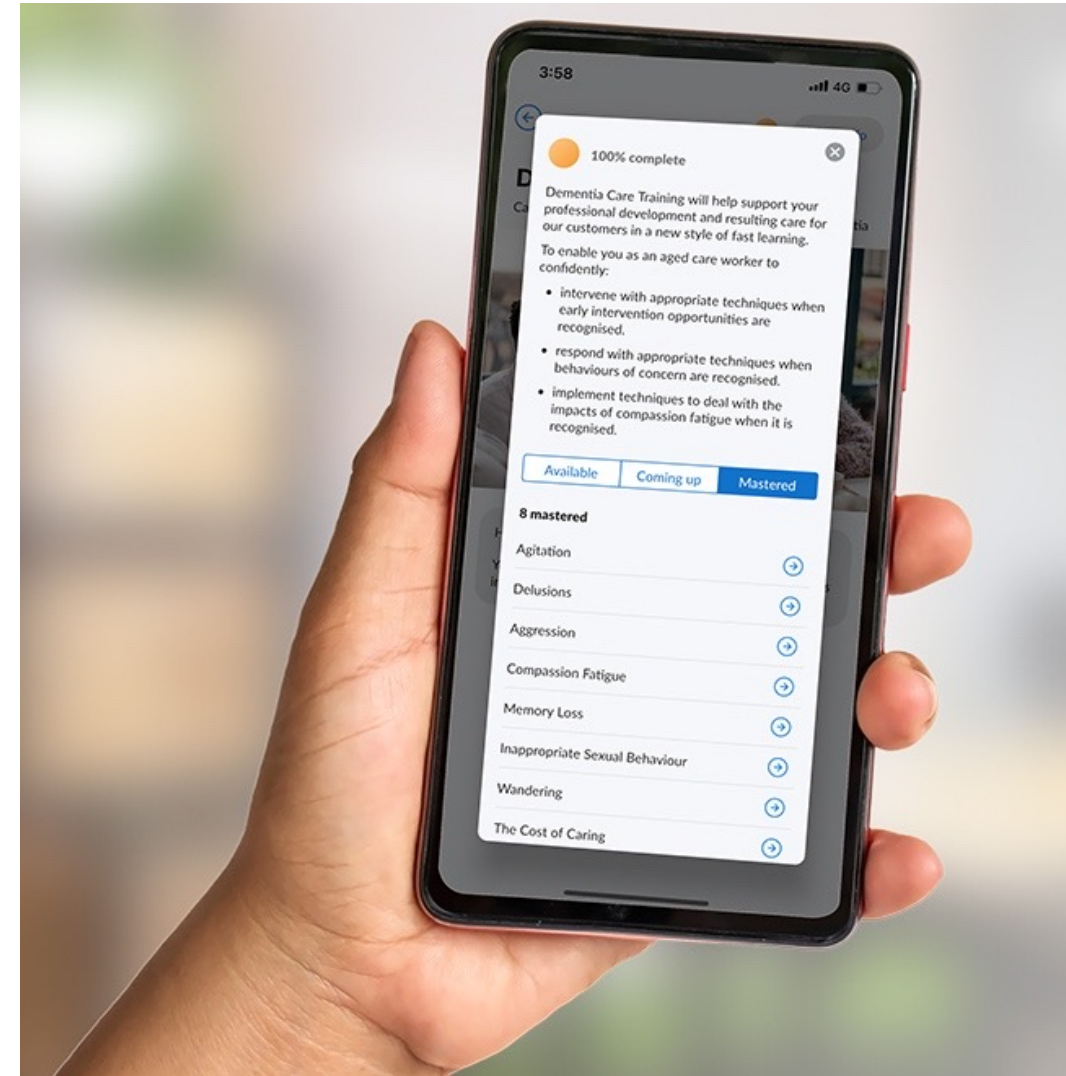**Three (3)** consecutive correct responses in a row

Question 1: Correct **MASTERED** *in 12 days*

Question 2: Correct **MASTERED** *in 15 days*

The staff learning experience

When a PCW masters a spaced repetition microlearning campaign it displays on their dashboard with a graduation hat.

A PCW can revisit the content again and again by selecting the picture tile.

Thank You

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