Problem Definition: lack of standardization for foundational items (SOAP, Routine & Standard Practices, Abbreviations)

What does your learner...?

Think and Feel? (preoccupations)

Fear of failing or not meeting expectations. Anxiety, PTSD, social issues hampering learning

Frustrated with the extra work involved to learn each professors 'standards' for common foundations

Frustrated due to a lack of standardization/uniformity for foundational concepts (ie SOAP, etc)

What am I paying for? This is so disorganized....

Hear? (influences)

Instructors with different messages for similar content (ie SOAP notes, Routine & Standard Practices)

Confusion from instructors when receiving questions about "another" way or the "right" way to complete a task

See? (environment)

Fragmented, disconnected faculty

Mixed messages

Fanshawe as an organization not professional

Say and Do? (behaviour)

Achieve poorer results in evaluations

Frustration, anxiety, reduced faith/outlook for OPA Program & Fanshawe

Complain about lack of standardization

Pain Points?

It is beneficial to have different solutions / skills to support patient care (no 2 patients are the same); however, first year, first term is overwhelming, and having some foundational items standardized would support students (and faculty)

Engaging NFT Faculty to create standardization will be challenging.

Gain Points?

Increased support for students.

Common language / expectations for first year.

Stronger outcomes for students, who will have more capacity to focus on other more challenging parts of the curriculum.