Atomic Performance Support!
Mobile App for Nuclear Medicine

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THIS IS ALBERT

Not that guy.
It's an app!
WHO WE ARE

Joe Suarez  
eLearning Developer

Tim McClurg  
Manager, Instructional Design
NUCLEAR PHARMACY SERVICES (NPS)
<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ye Olde Training</td>
<td>PC Era Training</td>
<td>Mobile Era</td>
</tr>
<tr>
<td>Instructor led</td>
<td>eLearning</td>
<td>Content curation</td>
</tr>
<tr>
<td>Binders</td>
<td>CBT, WBT, OLT, ZZZ</td>
<td>Just-in-time</td>
</tr>
<tr>
<td>Paper job aids</td>
<td>Printable job aids</td>
<td>On-the-job</td>
</tr>
<tr>
<td>VHS video</td>
<td>Limited video</td>
<td>Streaming HD video</td>
</tr>
</tbody>
</table>

*Where would you fall on a scale from 1.0 to 3.0?*
NPS PERF. SUPPORT EVOLUTION

2012
READ 200+ DOCS
ALL ON DAY 1

2014
"E"
ALL THE LEARNINGS!

2016
Next  Next  Next
MEET ALBERT

Home Screen (Tile View)
MEET
ALBERT

Content Items
(List View)
Operation of the Agilent GC 6850

Duration - 6:00 This video reviews the operation of the Agilent GC 6850 and necessary Chromeleon software setup.
MEET ALBERT

- HTML5 mobile web app
- Optimized for iPad
- Secure login using Veeva
- Box.com embedded documents
- Vimeo embedded videos
## Costs & Buy-In

<table>
<thead>
<tr>
<th>Cost</th>
<th>Phase</th>
<th>Sponsor</th>
</tr>
</thead>
<tbody>
<tr>
<td>$10K</td>
<td>Proof of concept</td>
<td>Team budget</td>
</tr>
<tr>
<td>$20k</td>
<td>Prototype &amp; pilot</td>
<td>Operations budget</td>
</tr>
<tr>
<td>$75</td>
<td>Final app &amp; rollout</td>
<td>Business unit</td>
</tr>
</tbody>
</table>

**Total $105k**
3 MAIN ROADBLOCKS

Roadblocks:

Security
Connectivity
Equipment

Solved with:

Veeva
Sprint
Verizon Wireless
Sprint
Verizon Wireless
WHERE’S ALBERT GOING?

Troubleshooting

More user-generated content

Video Chat
LESSONS LEARNED

- Ask for forgiveness rather than permission
- Involve key people/groups early to identify any limitations (But don’t let them take the wheel)
- Know your organizations strengths and weaknesses
- Know your target audience well (Observe, engage, & gather feedback)
THANK YOU

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