



I'M WORKING!

learning quicker, becoming safer... and having fun.

A REVOLUTIONARY TRAINING SYSTEM UTILISING AUDIO COMMENTARY & WEB-BASED TESTING

www.voicemap.net



VOICEMAP



VOICEMAP FOR ORIENTATION PROGRAMS

One of Australia's most innovative pathology laboratories, the Hunter Area Pathology Service (HAPS) is the first in the industry to use the Voicemap system.

Voicemap is helping new staff understand the hazards, emergency response and safety procedures in their laboratories and blood collection services.

Voicemap helps people **learn quicker**, provides a **consistent message** on the vision and direction of the organisation as well as **reinforcing important operational, quality and safety messages**. Users of Voicemap are more **confident** when starting their work, they **enjoy the experience** and become **productive more quickly**. The customised "tour" takes staff through the laboratories, identifying safety equipment, exits, alarms, procedures, manuals, and many other aspects to working in this complex environment. Voicemap then provides a full account of the training and testing process, making it a valuable tool for audits, accreditation and licensing.

VOICEMAP FOR MAINTAINING LOW DATA ENTRY ERROR RATES

HAPS introduced a project to **reduce data entry error rates** when logging information about specimens. The project resulted in a reduction in data entry errors from approximately 40% of requests to less than 1%. After an extensive review, a total of seventeen changes were implemented in areas of supervision and training, the physical environment and the data entry process itself.

All data entry staff regularly complete Voicemap modules focusing on concentration, prevention of repetitive strain injuries and motivational stories relating to errors and how to prevent them. Voicemap is one of the critical interventions to ensure data error rates are kept below 1%.

Voicemap has provided HAPS with an improved structure for training across the organisation, a tool for targeted training and has saved countless hours of time for managers and supervisors.

For more information:

www.voicemap.net • admin@voicemap.net

UK P: +44 (0) 207 544 4809 • F: +44 (0) 207 224 0553

Australia P: +61 (0) 2 4926 1990 • F: +61 (0) 2 4926 1989

HAPS – Australia

www.haps.nsw.gov.au • haps@hnehealth.nsw.gov.au

P: +61 (0) 2 4921 4444 • F: +61 (0) 2 4921 4440