

# AR/VR/XR White Paper: Thesis & Outline

## **Thesis:**

This white paper explores how augmented reality(AR), virtual reality(VR), and extended reality (XR) can revolutionize professional development at Novant Health, a forward-thinking, dynamic, and approachable organization committed to creating remarkable patient experiences. By providing leadership training, immersive learning, and just-in-time education for corporate and clinical teams, Novant Health aims to build a culture of innovation, perceptive listening and engaging, personalized solutions to enhance team member satisfaction, reduce attrition, and ultimately make healthcare more accessible and effective for everyone.

## **I. Overview of the white paper's purpose**

- Highlight how AR, VR, and XR can enhance professional development, aligning with Novant Health's commitment to patient safety, quality, health equity, and the human experience.
- Success metrics: Patient satisfaction, team member satisfaction, reduced attrition, and improved learning outcomes.

## **II. Introduction: The Future of Professional Development at Novant Health**

- Introduction to Novant Health's commitment to innovation and forward-thinking solutions in professional development.
- Contextualize AR, VR, and XR as technologies that can empower healthcare professionals to create remarkable patient experiences.
- The traditional approach to team member development, often relying on classroom sessions and online modules, faces significant challenges. These methods can struggle to maintain learner engagement, leading to difficulties retaining information. Innovating how Novant Health develops team members is essential to retaining the best talent.

## **III. Understanding AR, VR, and XR Technologies for Professional Development**

- Definition of AR, VR, and XR technologies and their applications in healthcare professional development
- Discuss the potential to create engaging, immersive education environments that encourage discovery and improve quality
- Note the need to increase familiarity with these technologies across the organization.

## **IV. Challenges in implementing AR, VR, and XR solutions**

- Address the absence of existing infrastructure and the importance of building a flexible framework that accommodates changing needs.
- Emphasize the necessity for training staff to confidently use these technologies.
- Identify the requirement for concise, impactful learning experiences tailored to corporate and clinical teams.

## **V. Custom AR, VR, and XR Solutions for Corporate and Clinical Professional Development**

- Corporate team needs:

- Leadership skill development using immersive environments to foster dynamic decision-making.
- De-escalation training through realistic role-playing to cultivate a collaborative culture.
- Clinical team needs:
  - Clinical skill training in simulated operating rooms and emergency departments to improve patient safety.
  - Just-in-time education to reinforce essential practices that benefit patients and team members.
  - Leadership and de-escalation training relevant to both clinical and corporate environments

## **VI. Proposed Implementation Roadmap**

- Phase 1: Assessment & Strategy:
  - Evaluate technological readiness and engage stakeholders to define key requirements.
  - Develop a strategic plan and budget that aligns with Novant Health's long-term vision.
- Phase 2: Infrastructure Development
  - Build foundational technology infrastructure that supports immersive training environments.
  - Collaborate with experts to develop customized, relevant learning experiences.
- Phase 3: Pilot Programs & Feedback Loop
  - Create pilot programs that reflect corporate and clinical team requirements.
  - Implement pilot programs and gather feedback to refine the education experiences.
  - Iterative training modules to ensure impactful learning outcomes.
- Phase 4: Full-Scale Implementation & Optimization
  - Expand training programs across departments for comprehensive adoption.
  - Monitor progress with key metrics like patient and team member survey data.
  - Foster a culture of collaboration for continuous improvement.

## **VII. Brand Alignment**

- Novant Health's brand guidelines must be used to maintain organizational identity across all platforms.
- Novant Health's writing stylebook must be followed to maintain consistency in all messaging across all platforms.

## **VIII. Budget Recommendations & Resource Allocation**

- Outline realistic budget ranges for AR, VR, and XR solutions to maximize the return on investment.
- Estimate costs for infrastructure, software, and training programs.
- Consider potential partnerships to provide cost-effective and innovative solutions.

## **IX. Conclusion: Illuminating the Path Forward**

- Reaffirm the potential for AR, VR, and XR to revolutionize professional development at Novant Health.
- Emphasize collaboration between leadership, departments, and SMEs as crucial to success.
- Call to action for stakeholders to support this transformative initiative.

### **Appendix:**

- I am planning on including business use cases and examples from other organizations who are successfully leveraging AR/VR/XR technology to develop their team members.