PROJECT FIRSTLINE

Learning Activity:

Infection Control Job Aids

CDC

Getting Started

Overview:

Job aids are instructional tools that allow workers to quickly remember or access information they need to perform their jobs. Some examples of job aids in healthcare settings include posters, pocket cards, or checklists.

In this activity, students will design a job aid using visuals to make the message easy to understand, relevant to the selected target audience, and visually appealing. The job aid should be designed to help healthcare workers understand how infection control actions work to stop germs from spreading and making people sick. Consider using this activity in courses with an experiential learning component where students can also gain exposure to job aids used in actual healthcare settings. For courses in which that is not feasible, consider adapting Step 1 to invite students to draw on past experience or observation of healthcare settings. This learning activity includes Learning Activity Instructions and a Learning Activity Handout.

Course Type Recommendation: Courses with experiential learning or practicum component in healthcare settings, Nonclinical courses such as health communications, public health, pre-health courses

Underlying Principle: Effective education and training tools for healthcare workers require the use and application of effective health communication principles.

Learning Objectives:

- Analyze education and training materials on infection control in healthcare settings.
- Design an effective health communication product on infection control in healthcare settings.

Recommended Rubric(s) for Assessment:

VALUE Rubrics - Written Communications | AAC&U

VALUE Rubrics - Creative Thinking | AAC&U

VALUE Rubrics - Information Literacy | AAC&U

Learning Activity Instructions

1. Invite students to observe how job aids are used in healthcare settings. Where are they found? What is their purpose? What is their main message? What features do you notice about them? Spend some time discussing students' observations as a class, and what features help to define job aids, tying these observations into the course content.

2. Take a specific infection control topic that is relevant to healthcare settings and healthcare workers and invite students to consider: If you were to create an additional job aid for this setting, what would it be and why? What is your goal? Who is your target audience? What is your main message?

   In the examples provided below, the job aids focus on specific risks and actions associated with respiratory virus season. The target audience is healthcare workers. Additional examples can be found on the Project Firstline Training and Education webpage. If applicable, students may also want to discuss ideas with their preceptors.

3. Students will create a job aid using free design software such as Canva, Adobe Express, or another software program of preference. These software programs have free versions students can use for this project and other similar projects. Share with students the following resources on health communication and design to help guide their development of the job aid:

   - CDC Clear Communication Index: A Tool for Developing and Assessing CDC Public Communication Products—User Guide
   - Visual Communication Resources | Health Literacy | CDC
   - Guidance & Tools | Health Literacy | CDC

   Consider using or adapting the following parameters to meet your course needs.

   Job aids should include:

   - A clear and concise key message that is tailored to the intended audience and stated at the top of the document.
   - An accurate and succinct summary of what you want your audience to know.
     - Keep sentences short—ideally no more than 20 to 35 words.
     - Make use of headers, sub-headers, and shorter paragraphs to chunk your information.
     - When possible, use bulleted lists so readers can absorb information quickly.

4. Invite students to share their final products with the class in a virtual gallery walk or show-and-tell. Students should explain why they chose their topic, what the goal of the job aid is, who the target audience is, and what the main message is.

Learning Activity Handout

A job aid is an important learning tool that helps reinforce key messages during or after a training session. Job aids are beneficial because they provide information in a brief, digestible format that summarizes key takeaways or actions using supporting visuals. In the context of infection control, job aids are a versatile tool. They can be shared digitally, printed as handouts, or even repurposed as signs or visual cues within a healthcare setting.

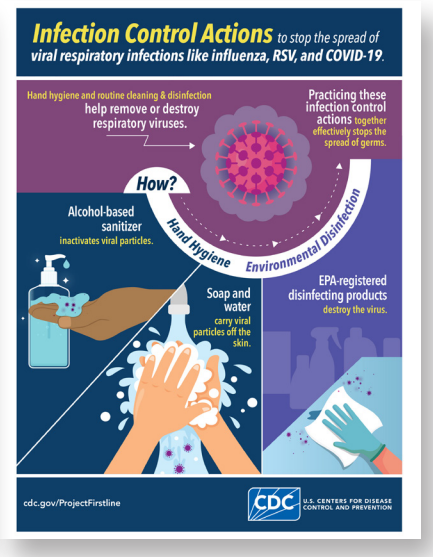
Best practices for job aids:

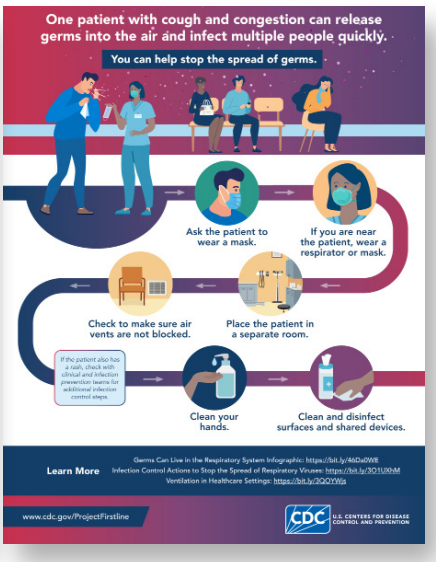
- Identify your key messages. They should be concise, memorable, and focused on a specific topic.
- Create a clear visual hierarchy to help readers process information – take advantage of white space and group related information together.
- Use plain language and write in active voice.
- Choose a reader-friendly font and limit use of stylized text.
- Use icons to highlight or group similar content.
- Choose colors with the appropriate color contrast.
- Incorporate imagery, charts, or graphs to reinforce messaging. They should be easy to understand, relevant to the topic, and reflect the needs of the audience.

Job Aid Examples:

Infection Control Actions for Respiratory Viruses

Cough and Congestion Micro-Learn





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