

Reflection Journal

12 May 2026 | 1400 hrs Today marked the official launch sequence for this capstone. I met with Dr. K to review my initial proposal for "Optimizing Patient Flow and Data Integrity." The proposal was approved. Dr. K noted that showing a before and after video for Unit one would be a great way to introduce the training. Leaving that meeting, the objective was locked in. The focus now is strictly on execution. I spent the evening organizing my initial content hierarchy, ensuring that the administrative operations and EHR navigation strictly align with the compliance and facility safety branches.

13 May 2026 | 1830 hrs Transitioned directly into building the instruction flow chart and the storyboard templates. I mapped out the 90-minute seat time across 7 distinct events. I spent heavily on Event 1 (Unit Introduction). Training must establish immediate relevance. I outlined the dual-video approach—showing the "chaos" of a broken process versus the "ideal" error-free workflow. It sets a baseline. From there, I drafted the core content delivery for Event 2. I am keeping the visual presentation lean. The laminated 5-Step Protocol Job Aid will serve as the primary cognitive tool. The instruction cannot rely on passive listening; it must demand active engagement.

14 May 2026 | 1915 hrs The Hands-On Practice Activity (Event 4) required intense focus today. I designed the high-fidelity role-play scenario utilizing the EHR training sandbox and the randomized "Patient Persona Cards." I have seen too many administrative training sessions fail because they lack real-world friction. By injecting complex variables, like mismatched insurance information and frustrated patient demeanors, I am forcing the learners to execute the protocol under pressure. This bridges the gap between theoretical knowledge and practical execution.

16 May 2026 | 1000 hrs Critique session completed. Ykeara, my wife and an instructional designer herself, served as my peer reviewer utilizing the Instructional Unit Critique Packet. She did not hold back. We walked through the Multiple Perspectives checklist, assessing the unit from the viewpoint of the designer, the instructor, and the learner. She scored the unit a 60/75 on the 9-events of instruction.

Her primary feedback centered on the visual message design. She gave me a 40/50 on the Instructional and Message Design rubric, noting that while my content was accurate and logical, I needed to ensure my graphics and images actively prompted deeper learning, rather than just serving as decorative placeholders. She also challenged me on my transition from Event 3 (Demonstration) to Event 4 (Hands-On Practice). She pointed out that I needed to be far more explicit in my facilitator notes regarding how to effectively hand control over to the learners without losing momentum. Iron sharpens iron; her analytical approach exposed blind spots I hadn't considered.

18 May 2026 | 1745 hrs Implemented Ykeara's feedback. I restructured the facilitator notes to ensure the transitions between the Demonstration phase and the Practice Activity are seamless and heavily scaffolded. I also tightened the 10-Point Performance Observation Rubric for Event 5 (Assessments and Feedback).

The rubric must eliminate subjective criticism and force the peer observers to evaluate strictly on observable behaviors: proper execution of the 5 steps, accurate EHR navigation, and adherence to the de-escalation scripts. Ensuring perfect alignment between the learning objectives and this assessment tool was tedious but necessary for operational success.

19 May 2026 | 2000 hrs Finalized the Reflection Strategy (Event 7) today. The Personal Action Plan worksheet is the culminating mechanism to guarantee the transfer of learning. If a learner leaves the classroom without explicitly documenting where they will place their job aid or how they will mentally trigger their de-escalation scripts, the training was a failure. The unit is now fully structured, aligned, and ready for the development phase. All storyboard files are archived and locked. Next phase begins tomorrow.

21 May 2026 | 1700 hrs Transitioned from storyboarding into drafting the actual Facilitator Guide. It's one thing to outline the 5-Step Check-In Protocol, but scripting the transitions requires intense focus. I want the facilitator to command the room without sounding robotic. I applied some of the scheduling discipline from my project management certification prep to block out strict writing sprints today. It kept me from getting bogged down in the minutiae and kept the momentum moving forward.

24 May 2026 | 1430 hrs Developed the Patient Persona cards for the Event 4 Hands-On Practice Activity. I needed these injects to feel authentic. Writing the complex variables—like the "Frustrated Waiter" and "New Insurance Oversight" scenarios—was actually pretty engaging. It reminds me of designing tactical training exercises for junior personnel; if there's no friction in the simulation, the learners will fail in the real world. I want them sweating a little in the sandbox so they don't freeze at the live desk.

28 May 2026 | 1900 hrs Spent the day building the visual slide deck for the content delivery phase. I caught myself initially overloading the slides with text. I had to step back and remember my wife's critique regarding visual message design. The slides are there to support the facilitator, not replace them. I stripped the text back, focusing on high-impact graphics that actively prompt deeper learning, rather than just filling space with decorative placeholders.

31 May 2026 | 1115 hrs

Focused entirely on the conflict de-escalation scripts today. Teaching someone how to manage an angry patient requires more than just handing them a script; it requires coaching them on vocal tone and pacing. Drawing from years of managing high-stress operational environments, I know that a calm, measured response dictates the room. I embedded specific coaching notes into the facilitator guide to heavily emphasize this mindset and ensure the role-players take the tone seriously.

03 June 2026 | 1645 hrs Finished compiling the Learner Packets and formatting the laminated Job Aids. The physical materials are finally matching the vision I had when I first pitched this to Dr. K. To clear my head after staring at screens all week, I hit the sauna for a long session and stuck strictly to my fasting window. It gave me the complete mental reset I needed. The project

is officially moving into the final review phase. I feel a deep sense of ownership over this instruction. It's tight, it's necessary, and it's going to effectively close the performance gap.