

LIM REACH: SERVICE DESIGN BLUE PRINT (v. DATA ENTRY)

Reference How To: [LINK TO GUIDE FROM CREATIVE FOUNDER](#)

	Physical Evidence	Radio Advertisement Leads to -Hotline # -Uri of Clinic Site	Poster & Connected Flyers For Community Distribution -Hotline # -Uri of Clinic Site	Local Clinic Website	Website Splash Page-About service and training that will be taking place.	High level training info brochure PDF download	Company hotline	Web URL apply online for position	Training overview (things to expect) high level take away brochure -Link to online follow along training guide	Welcome to training email	Welcome To Training Signage	• Training take home materials for UTG • [My infinite socket] while in training	Printed training Kick Off Overview Day 1 Agenda for what will be covered over (3 days).	Day 1 Agenda-Training White Board Sketch	On-line HW: Digital Follow Up UTG	Day 2 Agenda-Training White Board Sketch	Day 3 Agenda-Training White Board Sketch **Next Steps	• Written test • Physical device test • Treatment Tools List	Patient Pre-Evaluation Clinical recommendations Take Away Guide	Apprenticeship Notebook	Clinical Treatment Lim Certification Diploma
	Trainee Status	Trainee Hears Radio Ad	Trainee Sees Flyer in Local Pharmacy	Trainee goes to website on the flyer he took away	Trainee Reads program and company information	Trainee reads downloaded PDF high level training brochure from splash page.	Call company hotline to inquire about work	Trainee applies online to submit resume information	Trainee goes to clinic for first time for interview with the clinic manager.	Invited to training by clinic manager	Greeted by clinic staff	Trainee signs into clinic	Sit down in clinic treatment training area with 3 other trainees to begin training	Day 1 Understanding context and case studies Trainee becomes familiar with device and its parts.	Do daily online follow up homework and turn around tests. Communicate and collaborate with peers to ask questions and get the answers right.	Day 2 How to measure for customization Trainee asks unanswered questions from previous day and things they couldn't figure out the night before. Does day 2 of training.	Day 3 How to customize and fit Trainee asks unanswered questions from previous day and things they couldn't figure out the night before. Does day 2 of training.	Trainee takes a test at the end of basic training • Written Test • Practical Test	Patient Pre-Evaluation walk through & clinical recommendation guidelines	Trainee shadows prosthetist for 3 weeks	Begin one on one treating and fitting patients
FRONT STAGE IX	Service Employees	PR: Community Outreach Mngr	Local Entrepreneur Partner with Community Leaders	Clinic Manager Coordinates with Lim Reach Web Designer	Clinic Admin Staff		Clinic manager, Training manager		Clinic Manager or Training Manager	Training manager	Admin Staff, Training Manager	Admin Staff, Training Manager	Training manager	Training Manager, Prosthetist, and Technician	Training Manager	Training Manager, Prosthetist, Volunteer Patient and Technician	Training Manager, Prosthetist, Volunteer Patient and Technician	Training Manager	Training manager	Clinician or Prosthetist & Trainee	
	Digital & Service	Announce Training, Clinic Service, and Hiring Information Channels For Distribution: Slack, We Chat, Facebook	Buy Ad Space, Recruit Community Clinic Ambassadors	Customize Web Data For Site Update	Update training dates to splash page periodically	• Trainee clicks on splash page (more info) • Enters their email • Downloads high level training info brochure PDF	Answer hotline and schedules interview, asks potential recruit to submit his resume at the application link	Website records step by step resume information or pulls data out of an uploaded resume	Interview occurs with trainee at clinic	Calls potential trainee and invites to training	Greet and Sign in Attendees	Sign in attendees with all necessary employment paper work and distribute training materials.	Seat attendees and introduce one another.	Trainers walk trainees through high level information of the technology and familiarize trainees with the device. A particular emphasis is spent on case studies of patients who have received care and the benefits of the technology.	Sees backend data base of homework being worked on and helps trainees as needed when they get stuck	Trainers show the process of taking photographs, measuring, and taking casts of a terminated lim to create a customized infinite socket.	Trainers show the process of customizing and finish fabricating a lim infinite socket.	• Gives written test • Break For Lunch • Practical Test is Given	Walks through guidelines and clinical recommendations	Co:treath amputees	Training graduation party at clinic with cake
BACK STAGE IX	Employees	Community Outreach Mngr	Community Outreach Mngr	Lim Reach Web Designer	Trainers, volunteers, patients, and prosthetists	Training Manager is Notified of download and contact info	Clinic manager, Training manager	Clinic Manager	Training Manager and Clinic Manager	Training manager	Admin Staff, Training Manager	Admin Staff, Training Manager	Training Manager, Prosthetist, and Technician	Training Manager, Prosthetist, Volunteer Patient and Technician	Training Manager	Training Manager, Prosthetist, Volunteer Patient and Technician	Training Manager, Prosthetist, Volunteer Patient and Technician	Administrative Staff and training manager	Training manager and lead clinician	Admin team	Administrative staff
	Apps & Systems			Create local website URL	Site is Updated	Through Web Site Back End	Phone System							UTG backend						Client data base pings administrative staff for follow up	
	Data	Write and Upload Event Info:	Translate and Update Flyer and Poster Designs For Local Clinic, Create Local Radio Ad	Lim Reach Web Designer organizes new translated information		Potential trainee download request and contact info entered	Potential Trainee phone calls	Reviews resumes and CV's	All Interview notes and CV's collected are reviewed	HTML welcome to training email (updated and translated)	Post Signage and position greeter with materials to share on arrival	Collect all documents from trainees		Day 1 training agenda.	Trainee progress or stuck points	Day 2 training agenda.	Day 3 training agenda.	Scores written tests and provides results to training manager	Scenarios that arrive at the various clinical recommendations	Chat bot data pushes to client data base	
	Networks & Service Process	Follow up likes and questions that arise in chat logs.		Uploads to local web site			Phone system toggles to on call member Then offloads to answer service in off hours	Website back end automatically sends an email to Clinic Manager for each applicant with personalized language	Decisions are made about who to invite to training	HTML email system	Mount and install signage	File paper work into tax data base and main file system	Print kick off agenda	Write agenda on the board. Training staff and patient coordinate days training agenda in morning meeting.	Training Manager reaches out when trainee gets stuck	Write agenda on the board. Training staff and patient coordinate days training agenda in morning meeting.	Write agenda on the board. Training staff and patient coordinate days training agenda in morning meeting.	Totals of test results are evaluated by training manager	Comb through past case studies that accurate paint a portrait of typical patients from the area that fall into the clinical recommendation scenarios	Follow up on pre-evaluation data in from chat bot, to confirm appointment, and reconcile any missing data	Order and pick up cake
	Support Processes	Outreach Marketing Plan For Clinics With Customizable Data Inputs to a Content Mngmt System of pre-designed assets		Create parent website for total franchisable service and local clinic websites to be translated and customized	• Build scheduling Infrastructure and personnel contact list • Create independent emails for all personnel • Create independent calendars for all personnel	• Personalized emails should be drafted for each potential candidate • From training manger email • To-Potential Trainee • Automated text should flow into the body of the email that is in sync with the current program information	Establish call system with roll over and voicemail service for recruits	Web back end build dashboard that allows personalization for hiring manager of data from potential employees	Translate trainee qualifications list and initial job description for advertisement	Manage recruiting and personnel needs list to hit personnel numbers and continue recruiting push efforts.	Design and print signage	• Make sure there are enough Infinite sockets on hand for each trainee to take one home with them • Print all materials needed for training • Ensure all training materials have been updated and are properly translated	• Recruit + coordinate volunteers and support staff • Create and translate training kick off agenda	• Buy fresh baked goods for training kick off provisions. • Coordinate with volunteer patients for day 2 of training.	Design and engineer full training application. Also there needs to be a clear back end so that a training manger can monitor trainee progress and help out as needed.	Coordinate with volunteer patients for day 3 of training.	Create training exit information and preparation for testing. Final questions and concerns.	Translate written test into local language and make sure it is understandable for local population by doing a round of pre-screening	Create large category standards for local population and injury types, locate local crutches and wheel chairs for alternative resources	Admin team does rigorous job of making sure that there are enough patients to sustain trainee being there for the day and they coordinate the number of days needed for full three week shadowing.	Create lim training diploma