STAGES

ACTIONS

○ Person-to-person

△ Apprenticeship

⬠ Conditioning

□ Testing

TOUCHPOINTS

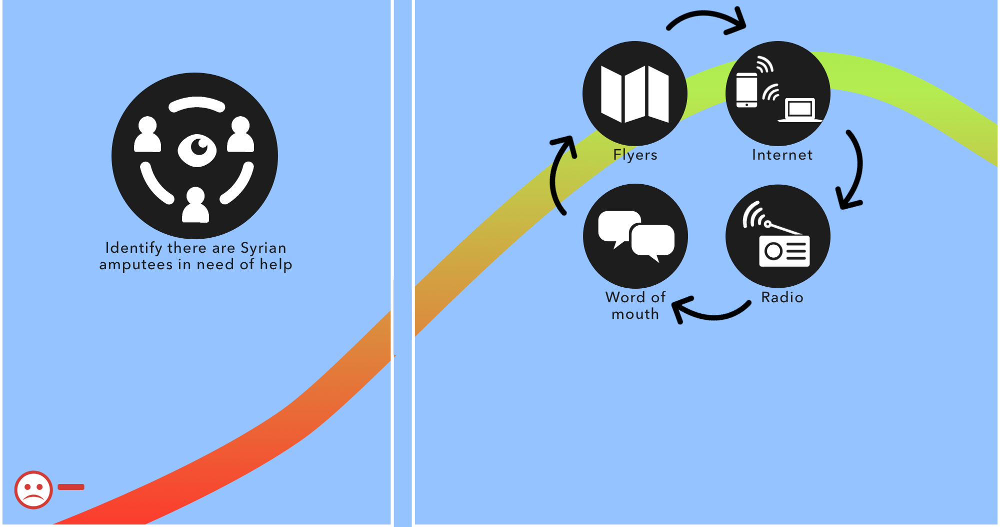
THOUGHTS

MOTIVATION

See/interact with amputee refugees in own environment.

DISCOVERY

Discover training service through flyers, radio adds, word of mouth, and internet.



Identify there are Syrian amputees in need of help
Flyers
Internet
Radio
Word of mouth

I wish I could help amputee refugees, but I don't have the knowledge or experience...

Great! There's a way I can actually help! How hard is it going to be though?

CONTACT

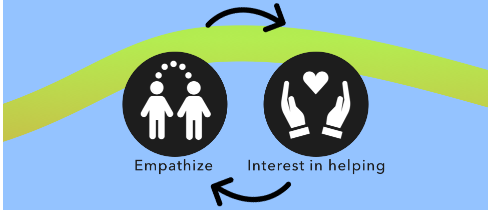
Contact medical center for more information about the training program.

E-mail/call
about program

What is the mission of the training program? (comprehensive care)

OPPORTUNITY

Through the information given, empathzie with the people, and become interested in helping.


Empathize
Interest in helping

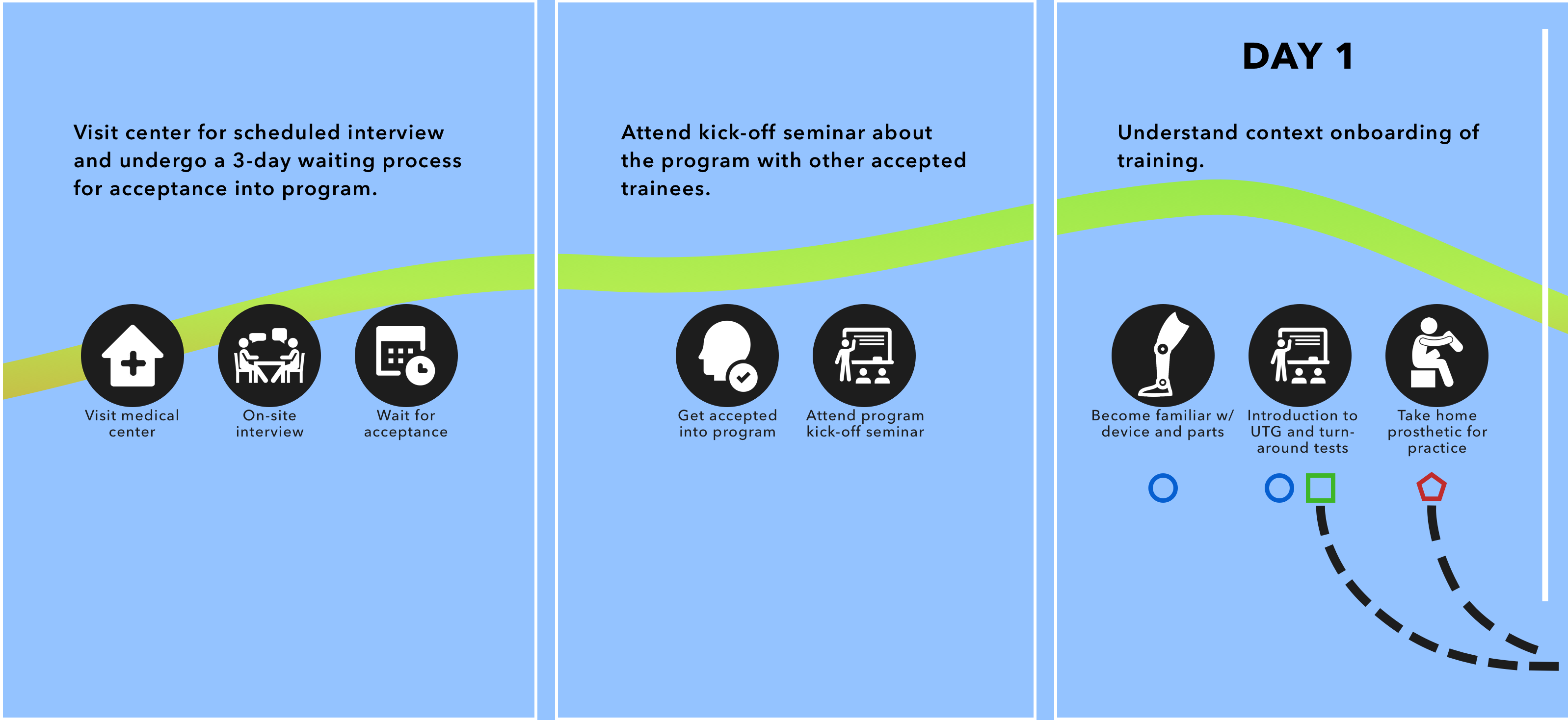
I DO want to help Syrian refugee amputees directly.

CONTACT

Contact medical center to schedule on-site interview for training program.

E-mail/call to
schedule interview

Is it a good idea to even contact them? What are the chances that I will become a trainee?



INTERVIEW

Visit center for scheduled interview and undergo a 3-day waiting process for acceptance into program.

Visit medical center

On-site interview

Wait for acceptance

How will I get trained? How did I do in the interview? Will I qualify for what they're looking for?

ACCEPTANCE

Attend kick-off seminar about the program with other accepted trainees.

Get accepted into program

Attend program kick-off seminar

I'm glad I'm getting informed on the importance of the cultural needs and trauma of patients .

DAY 1

Understand context onboarding of training.

Become familiar w/ device and parts

Introduction to UTG and turn-around tests

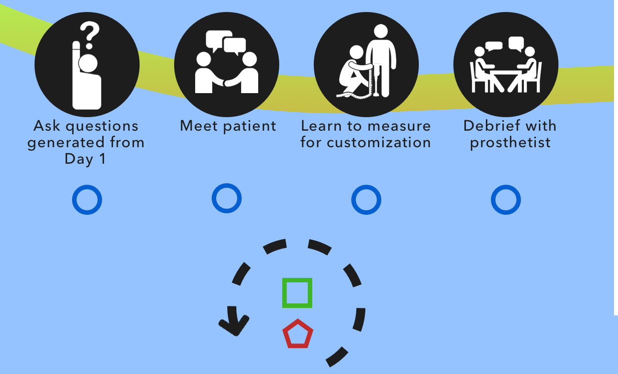
Take home prosthetic for practice

What is the process of fitting and treating patients?

TRAINING PROCESS

DAY 2

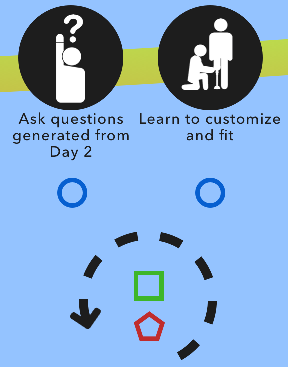
Understand how to measure for customization.


Ask questions generated from Day 1
Meet patient
Learn to measure for customization
Debrief with prosthetist

So many technical terms and terminologies that I'm not familiar with... kind of stressful!

DAY 3

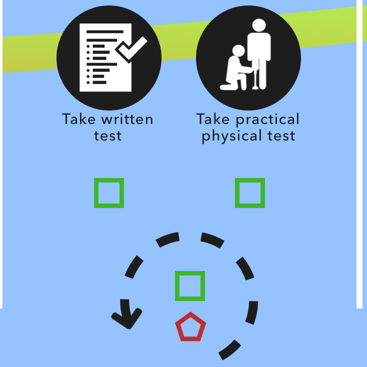
Understand how to cuztomize and fit.


Ask questions generated from Day 2
Learn to customize and fit

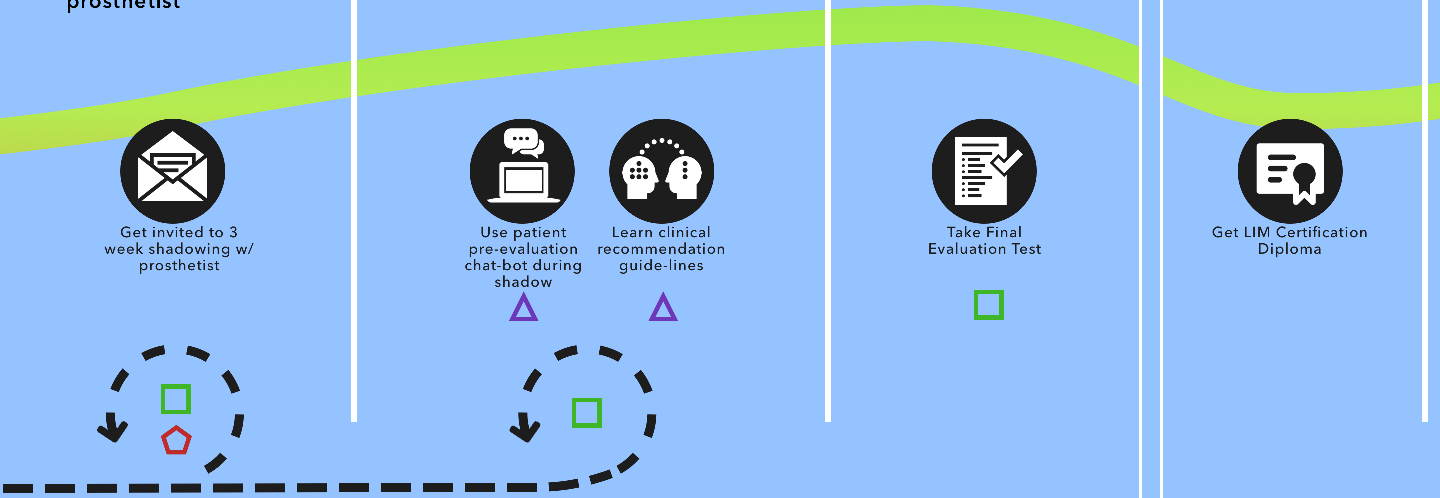
I can now better understand the assembling, customization, and fitting of a prosthetic.

DAY 4

Take written & practical physcial test on what's been learned so far.


Take written test
Take practical physical test

Being tested on the technical and physcial training will help me determine how I'm doing.



DAY 5-6

Get invited to three weeks of shadowing prosthetist

Get invited to 3 week shadowing w/ prosthetist

3-WEEK SHADOW

Shadow prosthetist on measuring and customization process

Use patient pre-evaluation chat-bot during shadow △

Learn clinical recommendation guide-lines △

Take final written evaluation test.

Take Final Evaluation Test □

Get certification diploma.

Get LIM Certification Diploma

Now I just need to wait until I get my results and see if I'll be eligible to shadow the prosthetist.

I'm starting to understand the complexity of assembling and fitting prosthetics one-on-one.

I'm nervous for the evaluation…but also confident of all the preparation that I've had along the way.

I passed! Now I can start treating patients as a CLC.

PATIENT FITTING

2-WEEK COLAB

Collaborate with prosthetist on treating patients as a Certified LIM Clinician (CLC).

Collaborate with prosthetist for 2 weeks

△

Start treating patients regularly.

Start treating patients individually on a regular basis

⬠

Collaborating with a prosthetist before I start treating individually helps me gain experience beforehand.

It's amazing that now I can actually do something to help refugee amputees.