

Simulated Workload Assessment



Exercise Set Up

- This exercise is best done with teams, ideally split into groups of 3 or more people
- Print one copy of pages 3 to 6 per participant
- Print one copy of page 7 for each group
- Have one person per group designated to poll the group members on completing the NASA TLX score (page 7) and gather comments to report out
- Process is to guide the groups through each of slide 3 to 6 pausing between to complete the NASA TLX score; each slide is one round
- Each round is given 45 seconds with the facilitator instructing when to start and stop each round. Between rounds the facilitator asks people to complete the NASA TLX score and report back
- Goal during each round is for each person to find and circle numbers 1 to 49 in order within the 45 seconds. Group score is the lowest number circled per group. Facilitator can be vocal during each round to interrupt people (adds frustration)
- Facilitator should solicit each group score and share amongst all participants suggesting that those groups achieving higher score are more committed, more engaged, higher performers (purposefully drives competition and frustration)
- Ask higher “performing” groups to share their approach (look for and call out workarounds)
- Then ask people to suggest how they could simplify the process and reduce workload.
- Repeat the process through page 6 then summarize overall exercise.

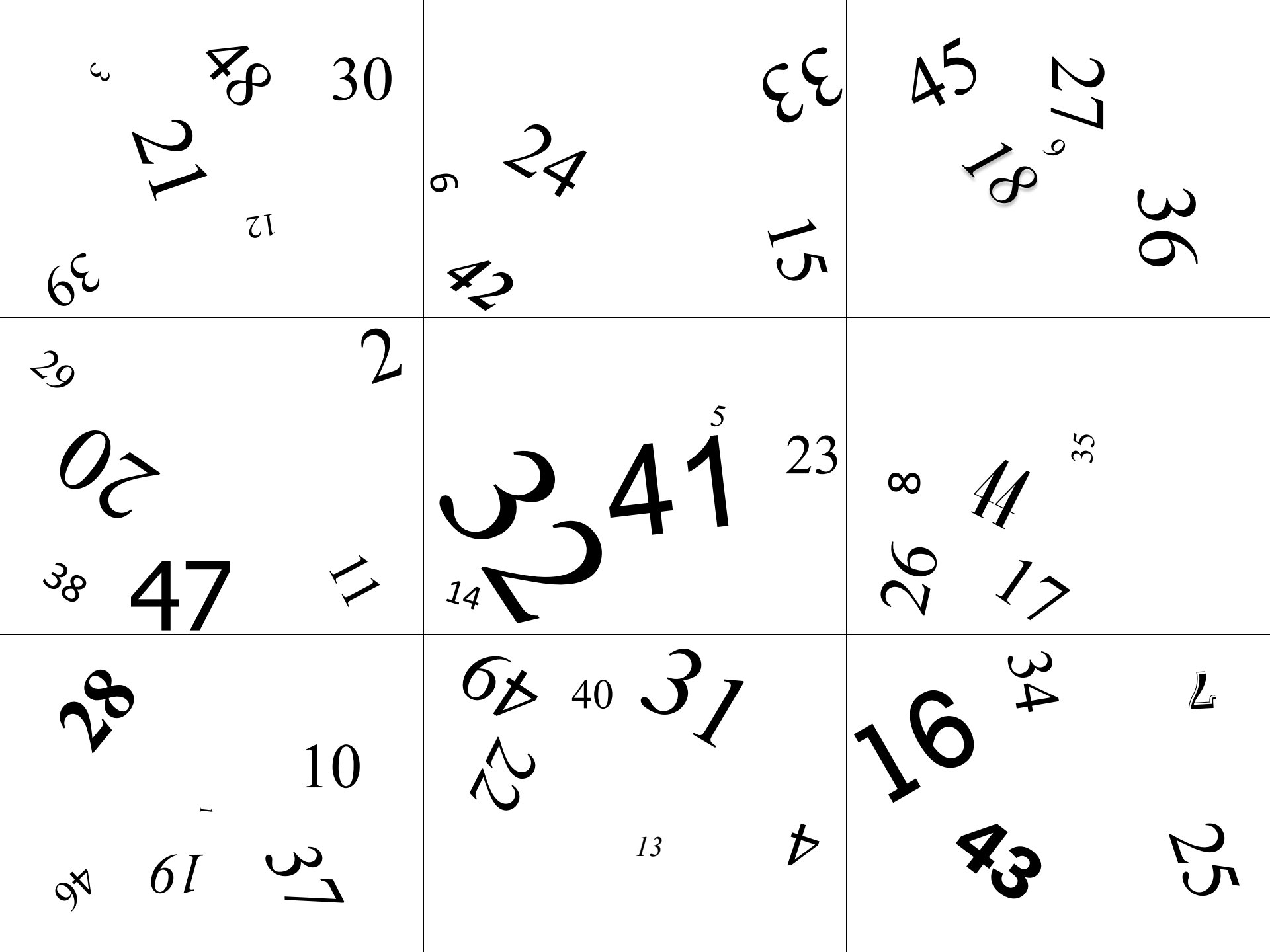


Exercise

- Your organization is having an upcoming accreditation survey visit
- You have introduced a new process aimed at addressing an accreditation gap
- A leadership team has designed the new work processes which has not yet been assessed from a workload perspective
- Each group represents a unit/ department and each person per group is to complete the new process independently. Can't skip steps as that would create patient/ client risk.
- The new process has 49 steps represented by numbers. Your task is to find and circle 1, then 2, then 3 and so forth. Imagine each step requires you to physically move around.



36
27⁹
18
45
33
15
23
8
4
7
25
3
30
24
42
2
41⁵
23
8
4
34
7
21
12
39
29
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47
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6
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22
40
31
13
4
16
91
43
46
19
10
37
1
28



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|-----------|-----------|-----------|----|----|-----------|-----------|-----------|----|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 |
| 31 | 32 | 33 | 34 | 35 | 36 | 37 | 38 | 39 | 40 |
| 41 | 42 | 43 | 44 | 45 | 46 | 47 | 48 | 49 | |

NASA Task Load Index

Hart and Staveland's NASA Task Load Index (TLX) method assesses work load on five 7-point scales. Increments of high, medium and low estimates for each point result in 21 gradations on the scales.

| | | |
|------|------|------|
| Name | Task | Date |
|------|------|------|

Mental Demand How mentally demanding was the task?

Very Low Very High

Physical Demand How physically demanding was the task?

Very Low Very High

Temporal Demand How hurried or rushed was the pace of the task?

Very Low Very High

Performance How successful were you in accomplishing what you were asked to do?

Perfect Failure

Effort How hard did you have to work to accomplish your level of performance?

Very Low Very High

Frustration How insecure, discouraged, irritated, stressed, and annoyed were you?

Very Low Very High

