

What's New

Friday Night at the ER has been improved! Based on our own experience and advice from customers, we have modernized and upgraded the product for better game play, debrief and program leader support. All components have received a thoughtful makeover.

Those experienced with the original will find the new version comfortably familiar; just better. Details below.

1. All materials are upgraded to a more contemporary design.
2. Materials are more compact and lighter weight for easier packing, storage and transport.
3. A new Friday Night at the ER carry bag, with shoulder strap, protects materials and provides an orderly storage system.
 - Parts now fit inside secure tube containers; game boards wrap around the outside of tubes. Packed tubes store in the padded carry bag. Bags hold materials for either 3 games (12 players) or 6 games (24 players).
4. Game board:
 - Expanded the Surgery squares from 6 to 9, and changed "Operating Rooms" to "Operating Rooms & Recovery Beds" to feel more suitable for players to use the capacity there as overflow for Emergency patients.
 - Changed the term "Off-Shift Staff" to "Extra Staff," eliminated cards, and created a simpler procedure for their use. Now players call in Extra Staff by taking clear beads, placing them in a department space labeled "Extra Staff Called," then moving them into care during the next game hour.
 - The "Staff Not in Care" label in each department is changed to "Staff Not Available" to be clearer about appropriate use of that space.
 - Replaced text with graphic images in place of "Arrivals" and "Out."
 - Added subtle cues to enable facilitators to set up beads without counting or referring to the Guide.
 - Added subtle cues within inter-department flow arrows to help players with the one-hour delay for transfers.
 - Edited Event cards with a few changed scenarios and edits for clarity.
5. Language:
 - Changed "Off-Shift Staff" to "Extra Staff."
 - Changed "Paramedic" to "Ambulance" arrivals, and changed "Paramedic Turnaways" to "Ambulance Diversions."
 - Changed "Scoring Values" to "Data."
 - Changed "Facilitators" to "Program Leaders."
6. Guide for Program Leaders:
 - Retained the structure and core content of the original Guide, but updated it to match the new version.
 - Added new sections, more explanation, tips and illustrations.
 - Made improvements throughout to reflect best practices that we have learned over the years.

More...

7. Slides for Program Leaders:
 - Added content (corresponding with improvements in the Guide) to support best practices for leading an effective debrief.
 - Includes new diagrams, images and cartoons.
 - Includes notes associated with slides with practical information and suggested key points.
 - Redesigned slides to fit the wider-screen computer displays that are now prevalent.
8. Other:
 - Created a more elegant method for collecting team scores and displaying team performance.
 - Changed cups to screw-top jars for improved durability, for easier storage of small parts, and for using as bead containers (unlidded) on the game board.
 - Replaced glass beads with plastic beads, which are lighter weight and less prone to breakage.
 - Eliminated sand timers, because these are not needed to create time pressure.
 - Eliminated calculators, because virtually everyone has one on his/her smartphone.
 - Eliminated the training video, because it is outdated and no longer needed due to other design improvements and the improved Guide for Program Leaders.
 - Redesigned the Arrivals display for easier packing and reduced breakage; improved arrivals card design for easier reading by players.
 - Updated game forms and other print material, provided on a USB flash drive, including paperwork forms that fit better on tables.
 - Added "hello" card for each department to welcome participants and ease their transition to the simulation and the role they will play.
 - Added a generous batch of Friday Night at the ER pencils for players to use for paperwork and scoring.

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