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Product Update 2017
Includes the following improvements made between February 2014 and December 2017

Arrivals Display Cards
Redesigned graphic icons for Emergency arrivals to clarify the number of walk-in vs. ambulance arrivals. The upgrade includes the complete deck of arrival cards assembled on the display stand, one per game.

Department Cards
Event Cards: Revised the wording on certain Event cards to clarify the instruction to players when staff must be moved out of patient care.
Request Cards: Removed unnecessary text on the back side of the card.
The upgrade includes a new, complete set of all department cards, enclosed in clear zip bags, four per game.

Data Cards
Replaced 'Patients Waiting' with 'Arrivals Waiting' and 'Requests Waiting' to indicate the relative value of causing external Arrivals vs internal Requests to wait. Also, changed text for the scale from 'Most Costly' and 'Least Costly' to 'Most Penalty' and 'Least Penalty' to clear up an occasional misperception about the impact of these items on both cost and quality. The upgrade includes a replacement packet of Data cards.

Divert Signs
Created a stand-up sign that shows an icon of an ambulance diverted. This replaces the No Beds sign for the Emergency department to be clearer about the unique decision that Emergency managers may make to divert the next hour's ambulance arrivals. The upgrade includes the new Divert sign, one per game.

Game Boards
At the top of each department, the current text indicates the number of 'rooms' (instead of 'beds' or 'treatment stations') so that players may more logically consider placing 2 patients with 2 staff within treatment spaces should they choose to innovate in this way. The upgrade includes replacement game boards in the quantity you own.

USB Drive
Paperwork Forms: Added a welcome (orientation) message on one side of each department's folded Paperwork form for optional display as players are seated. Also, changed '12 AM' to 'Midnight' on paperwork forms to be consistent with text on the Arrivals card for that hour.
Financial Performance Worksheet: Consolidated the column 'Adjustment Factor' within the column 'Unit Cost' to simplify calculation tasks.
Team Performance chart: Adjusted the scales of the bar charts to better represent and display the range of typical score results from data collected during the past two years.

Game Plan / Participant Notes: Replaced the document, 'Game Plan' with a different design named 'Participant Notes' that more effectively directs people to take notes focused on the three core strategies.

Extras: Added a Word file providing the script for game instructions for the convenience of facilitators to edit if desired. Also, added an extra Excel file that may be used for recording and displaying scores for group sizes greater than 10 tables and up to 20 tables.

Slides: The Slides and their associated Notes are updated to be consistent with changes in the Guide, described below.

Guide: The PDF file of the Guide for Program Leaders is updated to the current version.

A new USB Drive containing all current files is included with the game kit upgrade.

Guide for Program Leaders

1. Removed the license agreement from the Guide. The license or rental agreement is now a separate document packaged with the game kit.
2. Added a sample, half-day program schedule to the Guide.
3. Simplified the specification of acceptable table sizes for games.
4. Deleted instructions for displaying scores that required importing an Excel chart into PowerPoint.
5. Adjusted game setup and game play instructions to include the new Divert sign.
6. In the Standard Debrief section:
   o Deleted reference to a slide, 'Your Collaboration Experience', and removed that slide from the PowerPoint file.
   o Added reference to a new slide, 'Systems Thinking.'
   o Added reference to a new slide, 'All companies have interdependent functions.'
   o Added reference to a new slide, 'Excellence of the parts is necessary...'
   o Added reference to a new slide, 'Barriers to moving up...'
   o Added reference to a new slide, 'Our Core Strategies...'
   o Added Mental Models to the slides, 'Here are some common elements..' and 'Actions and Results.'
7. Replaced images of a Forms for Players with selected updated versions (described above under USB Drive).
8. Updated Benchmark Scores data to better reflect typical scores post-2014 when the Surgery department room count was expanded and the procedure for adding extra staff was simplified.
9. Updated the image of the game board to delete "hello cards" (which we no longer use or recommend) and to show a preferred setup for the jars.
10. Numerous minor improvements, most not worth documenting. Examples:
    o Changed game 'packages' to game 'kits.'
    o Increased the count of beads included with game kits.
    o Deleted from the Guide the literal names of files that come with the product.
    o And about 30 other edits of no significant import.

A new printed Guide is included with the game kit upgrade.

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