

Captivate - Storyboard

Title or Topic of Module/Lesson:

Introduction to Lymphedema for New Staff at HERS Breast Cancer Foundation

Date this Design Created/Modified: 3/31/15

Designer's Name: Lisa Lindert

Developer's Name: Colleen Jackson

Development Software: Adobe Captivate

Time: 7- 10 minutes

General Notes:

- On slides all images and assets are indicated in **red text**. Those assets will be found in the folder IST-526-FinalProject-DesignDocs-Assets, provided separately. The file metadata has source url for assets that were downloaded from the internet.
- For text that will appear on a slide in a particular order with timings that relate to the narration. The text and narration are color coded to match and sequence the text with narration.
- There is a HERS Theme file that was created for this project. It will be provided in the assets folder. Feel free to add to this.
- The "Amber" avatar can use the standard Captivate avatars, either the human agents or an animated character.

Designer Questions/Notes for Developer:

- Not sure if is possible to have Amber have a 1st person voice (can you do two voices?) I wrote the Amber sections as a third person description of a narrator telling Amber's story. It might be cool to have her "tell" her own story, just not sure how easy this will be.

Style Guide:

- Please see the logo page for HERS for the logo and font.
<http://hersbreastcancerfoundation.org/logo/>
- Font: Microsoft Sans Serif
- Color scheme: sample pink colors from the HERS logo in all slides
- Slide background: white.
- Template for Captivate will be provided. This contains slide templates.

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Slide #1		Title: Course Title	Time: 10 sec.
Media Notes		Screen Text:	Media Script:
Slide begins with intro background music		<i>HERS Breast Cancer Foundation Orientation: Lymphedema</i>	This section of our orientation course focuses on the lymphedema treatment products that we offer at the HERS Program Stores. Please enter your name in the box below, and click “continue” to begin. Any time you see the “continue” button you may use this to advance the training.
Title appears			
Music fades away, narration welcomes user			
Box appears to type name.			
Button appears to continue			
Media:			
Background Template	Title slide		
Image			
Audio	See Media Script		
Music/SFX	HappyMandoline.mp3 (YouTube free)		
Video	none		
Interaction:		Quiz:	
Name entry box Continue button		None	
Branching:		Advance:	
Next:	Slide 2	By User	

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Slide #2		Title:	Time: 20 s
Media Notes		Screen Text:	Media Script:
Slide has text and no images Continue button in bottom right		This training will introduce you to: <ul style="list-style-type: none">• Lymphedema• How women feel about lymphedema• Lymphedema garments• Lymphedema treatment at HERS<ul style="list-style-type: none">○ Information needed by HERS○ Services provided by HERS	This training will introduce you to the clinical condition lymphedema and its treatments.
Media:			We will explore the impact of lymphedema on breast cancer survivors by meeting Amber, who has undergone treatment for breast cancer and is experiencing lymphedema.
Background Template	Text Slide – no images		We will follow Amber’s experience through treatment and her interaction with HERS staff to obtain garments that help her manage her condition.
Image	No Images		
Audio	Narration see text		
Music/SFX	No music		
Video	none		We will also review the information Amber needs to provide in order to be treated at HERS and the services HERS are able to provide.
Interaction:		Quiz:	
Continue button		None	
Branching:		Advance:	
Next:	Slide 3	By User	

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Slide # 3		Title: Amber’s Story	Time: 1 min
Media Notes		Screen Text:	Media Script:
<p>Slide introduces the avatar and voice of Amber, the pedagogical agent for this training.</p> <p>A chart appears with the black text present. The other text appears after the narration. It should be in a “handwritten” font, mimicking a charting process.</p>		<p>Patient name: Amber Smith Age: 45 Medical condition:</p> <ul style="list-style-type: none">• Breast Cancer• Left modified radical mastectomy, some lymph node removal.• Swelling noted in left wrist, fingers, hand.• Pain noted in her left arm and hand.• Mobility restricted in her left arm and hand. <p>Personal notes: Has a daughter aged 7, very active in sports and activities. Daughter is very attuned to her mother’s condition and physical limitations.</p> <p>Insurance coverage: covered for major medical, lymphedema garments not covered.</p>	<p>Let’s meet Amber, a lymphedema patient who is coming to HERS for lymphedema garments and take a look at the notes written on her chart by her breast care specialist.</p>
Media:			<p>Amber is a 45 year old woman who was treated about 6 months ago for breast cancer. The treatment plan involved the removal of her left breast and a portion of the lymph node underneath the breast.</p>
Background Template	Text with Amber		
Image	<p>Amber’s avatar (from Captivate) will be on background or inserted on slide to the left of the “chart”</p> <p>Background image of a clipboard where notes appear on the chart. clipboard-34693_1280.png</p>		<p>Following treatment, Amber has noticed swelling in her left arm around her wrist, fingers and hand. There is also a noticeable difference between her left and right arm. Her arm is swollen, pain and her movement is limited.</p>
Audio	Narration		
Music/SFX	None		
Video	None		
Interaction:		Quiz:	<p>Lastly, Amber works part-time jobs and has limited</p>

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Continue button		None <i>[if Quiz, insert name of .quiz here.]</i>	health insurance. She has coverage for her cancer treatments but her insurance does not cover lymphedema compression garments. This is unfortunately common with many insurance carriers.
Branching:		Advance:	
Next:	Slide 4	By User	

Slide # 4		Title:Lymphedema	Time: 2 min.
Media Notes		Screen Text:	Media Script:
<p>Slide begins with audio description of Amber’s story. Amber’s avatar appears on slide during her story.</p> <p>Amber disappears and a doctor avatar appears (see Captivate standard files)</p> <p>An image of a mastectomy appears followed by an image of lymphedema to illustrate the illness.</p> <p>A “Fact Sheet” with the background of a notepad appears and is “filled out” after facts about lymphedema are described. This summarizes key points.</p> <p>NOTE: if this is easier, maybe this is broken into 1-2 slides.</p>		<p>Lymphedema Fact Sheet:</p> <ul style="list-style-type: none">• Caused by removal of lymph nodes during mastectomy.• Causes swelling of the arms and hands.• Can lead to:<ul style="list-style-type: none">○ Pain○ Loss of mobility○ Infection• Chronic condition	<p>Before Amber underwent surgery her doctor informed her of lymphedema, which is potential side effect of the surgery due to the removal of lymph nodes.</p> <p>(Amber shown during this narration)</p> <p>(Change to avatar of doctor, show diagram of partial radical mastectomy (waiting on approval for use))</p> <p>The doctor informed Amber that lymph node removal could result in lymphedema. The lymph nodes help return fluids to the heart from the arms, and without them, fluid can pool in the arms and hands.</p> <p>This excess fluid causes swelling, pain, loss of mobility and infection.</p> <p>(show image of lymphedema of arm)</p> <p>This is a chronic but rarely life-threatening condition that she will have long-term following surgery.</p>
Media:			
Background Template	Text Slide		
Image	Amber avatar Doctor avatar Notepad background : notepad-263217_1920.jpg Mastectomy (pending approval) nci-vol-7130-72.jpg Lymphedema: reference found on this page: Lymphedema-photo.png http://www.phlebolymphology.org/current-use-of-microsurgery-in-lymphedema/		
Audio	Narration		
Music/SFX	none		

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Video	none		
Interaction:		Quiz:	
Continue button		None <i>[if Quiz, insert name of .quiz here.]</i>	
Branching:		Advance:	
Next:	Slide 5	By User	

Slide # 5		Title: Review	Time: 20 sec.
Media Notes		Screen Text:	Media Script:
Review Slide that allows a link back to earlier slides to review ideas Slide 3 = Amber’s Story Slide 4 = Lymphedema Provides two links Slide 6 = Amber’s worries Slide 7= Lymphedema treatments		Buttons will be on the screen	Just to review, we’ve learned about Amber’s story which has led her to treatment at HERS. We’ve also learned about lymphedema. To continue, select one of the options below. You can choose to review Amber’s story, the information on Lymphedema, or you can choose to move forward to hear more about Amber’s worries, and the options for lymphedema treatment. 5, 6, 7, 10 5, 7, 6, 10
Media:			
Background Template			
Image			
Audio			
Music/SFX			
Video	none		
Interaction:		Quiz:	
Button to Amber’s Story (Slide 3) Button to Lymphedema (Slide 4) Button to Amber’s Concerns Path (Slides 6 and 7) Button to Lymphedema Treatment Path (Slides 8 and 9)		None [if Quiz, insert name of .quiz here.]	
Branching:		Advance:	
Next:	Slide 3, 4, 6, 8	By User	

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Slide #6		Title: Amber’s Worries	Time: 1 min
Media Notes		Screen Text:	Media Script:
This will show Amber’s avatar on the screen.			Amber is worried about the symptoms of lymphedema she is seeing.
			Her left arm is swollen, tender and her fingers are hard to move.
			She worries about being able to be active with her daughter, Ruth.
			Amber has a very feminine style and wants to be able to wear tops that reveal her whole arm; She wants to be comfortable and feel confident when out with her daughter, boyfriend and friends.
			She’s only 45 years old, an age she feels is too young to wear restrictive and very modest clothing.
			Above all, Amber is worried about infection and possible disfigurement in her arm. She also worries that a lymphedema garment, an elastic sleeve she’d wear on her entire arm, would look unattractive and be uncomfortable.
Media:			
Background Template	Amber on Text slide.		
Image	Amber’s avatar		
Audio			
Music/SFX			
Video	none		
Interaction:		Quiz:	
Continue button		None [if Quiz, insert name of .quiz here.]	
Branching:		Advance:	
Next:	Slide 7	By User	

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Slide # 7		Title: Lymphedema Treatment	Time: 5 sec.
Media Notes		Screen Text:	Media Script:
Doctor’s avatar on screen		<p>Lymphedema Treatment = Compression garment</p> <ul style="list-style-type: none">Elastic fabricCovers arm and/or fingersMust be smooth and snugProfessional fitting recommended.<ul style="list-style-type: none">Too tight = loss of circulationToo loose = no compression and no reliefA prescription (Rx) is required from a doctor	<p>The most common nonsurgical treatment for lymphedema is the use of a compression garment.</p> <p>Compression garments use elastic fabric to apply pressure to the swollen arm; this moves fluid out of the extremity and back to the heart.</p> <p>Garments may cover the entire arm, the hand and fingers, or both</p> <p>This treatment may be accomplished by wrapping the arm tightly in elastic - (show Lymphedema-treatment.jpg)</p> <p>Or garments can be purchased that are fitted to the patient, providing a smooth, snug fit that allows the appropriate compression based on the patient’s condition. (show LymphedemaSleeves.png)</p> <p>It is recommended that a professional assist in fitting to ensure the garment isn’t so tight circulation is disrupted, or so loose that no compression is applied.</p> <p>A prescription from a doctor is required to obtain most custom made sleeves from a medical supplier.</p>
Media:			
Background Template	Text slide with doctor		
Image	Doctor’s avatar Lymphedema sleeve drawing (see note below) Lymphedema-treatment.jpg Lymphedema Sleeve photo (HERS) LymphedemaSleeves.png		
Audio			
Music/SFX			
Video			
Interaction:		Quiz:	
		None [if Quiz, insert name of .quiz here.]	
Branching:		Advance:	
Next:	Slide 10	By User	

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Lymphedema Sleeve permission information:

<http://www.vascularweb.org/about/policies/Pages/Vascular-Web.aspx>

Lymphedema images:

<http://www.vascularweb.org/vascularhealth/Pages/lymphedema.aspx>

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Slide # 8 (this is the same as slide 7 but on different path)		Title: Lymphedema Treatment	Time: 5 sec.
Media Notes		Screen Text:	Media Script:
Doctor’s avatar on screen		<p>Lymphedema Treatment = Compression garment</p> <ul style="list-style-type: none">Elastic fabricCovers arm and/or fingers<ul style="list-style-type: none">Sleeve covers armGlove covers wrist and fingersGauntlet covers wrist to knuckles.Professional fitting recommended.A prescription (Rx) is required from a doctor	<p>The most common nonsurgical treatment for lymphedema is the use of a compression garment.</p> <p>Compression garments use an elastic fabric to apply pressure to the swollen arm. To keep fluid out of the extremity. (show Lymphedema-treatment.jpg)</p> <p>Garments can cover the entire arm or the hand and fingers.</p> <ul style="list-style-type: none">Sleeve covers arm (show LymphedemaSleeves.png)Glove covers wrist and fingers Glove.jpgGauntlet covers wrist to knuckles.Gauntlet.jpg <p>Or garments can be purchased that are fitted to the patient, providing a smooth, snug fit with appropriate compression for the patient’s condition. (show LymphedemaSleeves.png)</p> <p>Professional fitting is recommended to ensure that the garment isn’t so tight circulation is not disrupted or so loose that no compression is applied.</p> <p>A prescription from a doctor is required to obtain most custom made sleeves. From a medical supplier.</p>
Media:			
Background Template	Text slide with doctor		
Image	Doctor’s avatar Lymphedema sleeve drawing (see note below) Lymphedema-treatment.jpg Lymphedema Sleeve photo (HERS) LymphedemaSleeves.png Lymphedema glove: Glove.jpg Lymphedema gauntlet: Gauntlet.jpg		
Audio			
Music/SFX			
Video			
Interaction:			Quiz:
		None [if Quiz, insert name of .quiz here.]	
Branching:		Advance:	
Next:	Slide 9	By User	

Lymphedema Sleeve permission information: <http://www.vascularweb.org/about/policies/Pages/Vascular-Web.aspx>

Lymphedema images:

<http://www.vascularweb.org/vascularhealth/Pages/lymphedema.aspx>

Glove and Gauntlet permission information (emailed them to get permissions)

http://www.stepup-speakout.org/proper_fitting_of_lymphedema_garments.htm

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Slide #9 (note this is the same as slide 6 but a different path)		Title: Amber’s Story	Time: 1 min
Media Notes		Screen Text:	Media Script:
This will show Amber’s avatar on the screen.			Amber is worried about the symptoms of lymphedema that she is seeing.
Media:			Her left arm is swollen, tender and her fingers are hard to move.
Background Template	Amber on Text slide.		She worries about being able to be active with her daughter Ruth.
Image	Amber’s avatar		She wants to be able to wear tops that reveal her whole arm. She wants to be comfortable and look pretty to go out with her daughter, boyfriend and friends.
Audio			
Music/SFX			
Video	none		She’s only 45 years old, an age she feels is too young to wear restrictive and very modest clothing. She has a very feminine style.
Interaction:		Quiz:	
Continue button		None [if Quiz, insert name of .quiz here.]	She is worried about infection in her arm or disfigurement, but she also worries that a lymphedema garment, an elastic sleeve she’d wear on her entire arm, would be ugly and hot.
Branching:		Advance:	
Next:	Slide 10	By User	

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Slide # 10		Title: Getting a Lymphedema Sleeve at HERS	Time: 1 min.
Media Notes		Screen Text:	Media Script:
Text and Amber on screen		<p>Steps :</p> <ol style="list-style-type: none">1. See a doctor for an Rx2. Make a fitting appointment3. HERS creates a patient chart4. Have a fitting with a breast care specialist.5. Provide insurance information for billing.6. Pick up garment.	<p>Amber received a prescription from her doctor for a compression garment and gave it to the HERS front desk staff. They began a chart for her and booked an appointment for a fitting.</p> <p>During her fitting the breast care specialist reviewed the Rx, listened to Amber’s story and took measurements of her arm to order the garment.</p> <p>The HERS staff also asked for insurance information. As you may recall, Amber does not have insurance coverage for lymphedema garments.</p>
Media:			
Background Template	Text Slide with Amber		
Image	No images		
Audio			
Music/SFX			
Video			
Interaction:		Quiz:	
Continue button		None <i>[if Quiz, insert name of .quiz here.]</i>	
Branching:		Advance:	
Next:	Slide 11	By User	

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Slide #11		Title: HERS Lymphedema Project	Time: 5 sec.
Media Notes		Screen Text:	Media Script:
		HERS Breast Cancer Foundation Lymphedema Project <ul style="list-style-type: none"> Provides financial support for survivors without coverage. Covers all types of lymphedema garments. Supported by donations and store proceeds. 	As you may recall, Amber does not have insurance coverage for lymphedema compression garments. These garments can be several hundred dollars. Fortunately HERS Breast Cancer Foundation has a program to help support women with financial need. Amber doesn't have to worry, she will get properly fitting garments in a color and style she chooses that will help her feel beautiful and healthy.
Media:			
Background Template			
Image	Large HERS Logo		
Audio			
Music/SFX	none		
Video	none		
Interaction:		Quiz:	
Continue button		None <i>[if Quiz, insert name of .quiz here.]</i>	In the case that Amber or other survivors obtain insurance or can pay for their garments, the proceeds go toward supporting other women in need. Donations are also welcome to help fund this program
Branching:		Advance:	
Next:	Slide 12	By User	

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Slide #12		Title: Use your knowledge	Time:
Media Notes		Screen Text:	Media Script:
Buttons on the screen “Move forward” OR Use the back button in the training to review.		“Move Forward” Button Use the navigation bar below this screen to review sections of this training.	Use the knowledge that you gained hearing Amber’s story to help answer the following questions. You will be asked to help other women diagnosed with lymphedema, with issues, concerns, and provide guidance on how to obtain garments at HERS. If you are ready to proceed click the button to move forward. If you would like to review, use the navigation bar located below this window to move backward and review sections of this training.
Media:			
Background Template			
Image			
Audio	narration.mp3		
Music/SFX	background.mp3		
Video	none		
Interaction:		Quiz:	
None [if Interaction, insert name of .intr here.]			
Branching:		Advance:	
Next:	Quiz 1	By User	

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Quiz Format: The quiz will be multiple-choice, multiple answer format or drag and drop format with a scenario text at the top and choices at the bottom. Each question will have its own slide.

Quiz Questions:

1. Eve is a breast cancer patient who is talking to her doctor about the risks of having a mastectomy that removes part of her lymph nodes. The doctor says that lymphedema is a possible complication of the surgery. How might the doctor explain lymphedema to Eve:
 - a. Lymphedema is a life-threatening condition that must be treated directly after surgery to avoid infection.
 - b. Lymphedema is a short-term condition that is the result of the removal of the breast tissue in a mastectomy.
 - c. Lymphedema is a long-term swelling in the arms that results from the removal of lymph tissue during breast cancer surgery.
 - d. Lymphedema is a chronic condition that requires periodic treatment at a facility serviced by HERS Breast Cancer Foundation.Answer: C

2. Caroline is about to have an appointment with a breast care specialist to be fitted for a lymphedema sleeve and glove. She is unsure about getting a garment because she thinks it will not be attractive to wear. Which of the statements below might a breast care specialist use to explain the benefits of a lymphedema sleeve on her self-image:
 - a. Your garments will fit snugly to your skin and fit your body closely.
 - b. Your garments will not cover your hand, allowing you to continue to wear rings.
 - c. Your garments can be purchased in many colors to match your outfit or your skin.
 - d. The garments will prevent swelling, which can be unsightly and can cause infections.Answer: A, C, D

3. Mary is new to the HERS Program Store and is trying to help a new patient who has called to set up an appointment for a lymphedema sleeve fitting. What must the patient have on file with HERS before her appointment can be made with a breast care specialist.
 - a. A prescription from her doctor for a lymphedema garment.
 - b. A copy of Mary's health insurance information.
 - c. The contact information for Mary's doctor.
 - d. The date of Mary's breast cancer surgery.Answer: A

4. Amy is a lymphedema patient coming in to the Program Store to pick up an item she ordered to treat her condition. Mary is at the front desk, and goes in the back room to find Amy's order so a breast care specialist can check the fit on Amy. Below are images of items that may be purchased at the HERS Program store. Which of these is most likely the item ordered for Amy?
 - a. **an image of a lymphedema sleeve**

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- b. an image of a wig
 - c. an image of a breast prosthesis
 - d. an image of a post surgical camisole
5. How does providing lymphedema garments through the Lymphedema Project meet the mission of the HERS Breast Cancer Foundation? Choose all that apply.
- a. These garments help women feel beautiful because they prevent unsightly swelling and infections.
 - b. These garments are strong elastic and are durable medical items made for a purely medical function.
 - c. These garments are custom made for each patient ensuring that the woman is cared for and can be healthy.
 - d. These garments are provided free of charge to women without insurance so that they may have treatment regardless of their ability to pay.

Answer: A, C, D

Slide Branching Map:

↗ Slide 6 → Slide 7 ↘

Slide 1 → Slide 2 → Slide 3 → Slide 4 → Slide 5

Slide 10 → Slide 11 → Slide 12 → Quiz

↘ Slide 8 → Slide 9 ↗