

# Digital badge dashboards: A conceptual overview for New Zealand District Health Boards.

## Making technological innovation work

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### Abstract

National strategies for the implementation of information and communication technologies (ICT) have seen increasing health sector interest in using ICT tools and systems to monitor performance and support professional development. In monitoring individual performance, a range of measures can be used such as, competency scores, completion of training and formal observations. However, these measures are fragmented, often distributed across multiple systems and have limited reach. Increasingly, digital badges are being used as valid indicators of accomplishment, skill or knowledge acquired. In health environments, endorsed badges, defining performance criteria for identified standards, could be used for certification/compliance purposes. Indeed, it can be argued a badge ecosystem could create an accurate picture of a practitioner's current status by providing the infrastructure for employees to demonstrate their capabilities through the display of endorsed badge collections and for employers to monitor performance through a pictorial digital badge dashboard.

This presentation will explain a five-step process for creating a "traffic-light" digital badge dashboard

- Discipline experts establish the performance criteria for an identified competency and create an appropriate badge. Professional bodies, certification agencies or health boards identify the specific collection of endorsed badges appropriate to the performance of an identified role. At this phase the badges are displayed in neutral colours.
- Using a self-reflective framework, employees purposefully review the endorsed collection, identifying their current capabilities against the stated performance criteria. On completion they use an e-portfolio to submit evidence to demonstrate achieved competence against identified badges. If they cannot demonstrate competency they identify the professional development required to complete the collection. Again, the badges are displayed in neutral colours
- Evidence is reviewed and details, such as the date performance criteria were met, place issued, expiry and/or renewal dates, are embedded (referred to as baked) within the awarded badge meta-data. At this stage the identified badge displayed is green. Secondly, the professional development plan is reviewed and appropriate details (such as target date for completion) are noted on the incomplete badge within the collection. At this stage the identified badge displayed is yellow. If an employee has not addressed the requirements of a badge, the badge is set to red.
- The endorsed badge collections and associated meta-data are stored with employees' personal files. The meta-data within the badge is used to generate a web-feed to display the current status (Green: competent, Yellow: in progress, Red: not addressed/needs renewal) of an employee against identified competencies. Badges with time-constraints will be automatically set to degrade as the expiry date approaches.
- Employees are able to use an e-portfolio to access their meta-data fields and reflect upon current professional status against an identified role. Managers are able to use the functionalities of a dynamic dashboard, to collate multiple-feeds from employees they line-manage and to review the status of the workforce in one space.

### References

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### Tags

institutionalPractice, workBasedLearning, changeAgents, evidence,