

## **David Watkins**

### **Occupation**

- Chairman of the department of surgery in University General Hospital

### **Personal Description**

- Age: 55 years old
- Work Hours: 60+ hours a week
- Marital/Parental Status: Married
- Personality Traits: Punctual, Systematic, Candid

### **Technology Use**

- David is not a technological person. He mostly uses his computer to check email, online stock markets and read online news. He is skilled in medical equipment.

### **Roles**

- Work with more than 30 doctors every day, and supervises a few clinics every week
- Manage the department and is responsible of conducting departmental meetings weekly
- Attends a variety inter-departmental meetings daily

### **Tasks**

- Supervises medical clinics
- Manages the Department of Surgery
- Conducts meetings
- Attends interdepartmental meetings

### **Goals**

- Create a good meeting culture in the Hospital.
- Simplify meeting set-up procedures.
- Make good use of all existing equipment and hardware in the hospital.



- Hopes that meeting information capturing and sharing can be more efficient
- David works with more than 30 doctors every day, and supervises a few clinics every week. He manages the department and is responsible of conducting departmental meetings weekly. He also attends a variety inter-departmental meetings daily. His assistant secretary helps him do most of the preparation tasks, therefore he usually sets a time to meet with her beforehand. David thinks that pre-meeting preparation is important and he always asks his secretary to email the agenda at least three days prior the upcoming meeting. He asks his secretary to edit and check the agenda and presentation slides before distribution, so that he won't forget to do it by himself. The hospital follows a standard operation procedure for meetings that meets the ISO global standard, the set of standards are printed out on a booklet and handed to everyone in the hospital. However, David finds it inconvenient to follow-up checking the SOP himself so he always relies on his secretary on this task. The hospital now uses Microsoft Outlook to generate meeting invitations and email agendas in a group, but those are the only functions he knows with this software.
- Last year, the hospital made a decision that many documents should be distributed electronically to decrease the consumption of paper material. Now people attending meetings no longer get paper handouts during the meeting, and many of them take notes with their laptop computer. During the meetings that David is in charge of facilitating, his secretary helps him take notes though out the meeting. He also takes some personal notes so that he can follow up with issues and ask questions before ending the meeting. After the meeting, his secretary arranges and edits the notes and sends out meeting minutes within 24 hours.
- There are more than 60 different meeting rooms within the hospital and each meeting room is fully equipped with at least a computer, projector, whiteboard, LCD screens and audio-video devices. David sometimes thinks that they don't make good use of all the equipment they have and hopes to use them more often after everything shifts to electronic format. Despite the large amount of meeting rooms they have, David sometimes still can't book the right meeting room for the amount of participants he expects.

### Scenarios

**I think the SOP for meetings set by our hospital is too complicated. I hope the system is already configured to meet those standards.**

Meetinbytes software can be custom configured by the administrators of the server. (e.g. the IT department) There will be a settings page for the admins to configure the desired functions and attributes. Then end-users can forget about minding those procedures and just fill-in. There will be system notifications if their meeting doesn't meet the meeting SOP of the hospital.

**I want do use the whiteboard more often but I don't know if there is an easier way to preserve the info written on the whiteboard. Sometimes we take pictures, but those pictures sometimes get lost.**

Although there is a electronic whiteboard function in Meetinbytes, sometimes people have a whiteboard in their room, and they just think it's easier to draw with a marker (Assuming hospital people don't use stylus drawing boards). It's easy to do this with Meetingbytes software, just video record your meeting and the facilitator can tag the important time lines (like the time when the sketch in finished) and take a screen shot of the video. The software will store the screen shots in a folder that has a direct link path that can be found on the calendar when the meeting is marked on. Participants can easily login and find the folder link from their own calendar and see the video and the whiteboard image taken during the meeting.