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Global Awareness in Health Care
Course # TBD

Prelim G

2/24/2015

Prepared for

Cigna.

Submitted by

GP STRATEGIES™

70 Corporate Center
11000 Broken Land Parkway, Suite 200
Columbia, MD 21044
800-727-6677

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Global Awareness in Health Care

Prelim G

Table of Contents (For Reviewer's Reference Only)

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Global Awareness in Health Care

Notes for the Reviewer: In this storyboard, screen presentations appear on the top half of a page. Popup text and detailed notes describing the screen and any interactions appear on the bottom half of a page (and on the pages following, if necessary). It is critical for each Reviewer to review all of the content on each page. Content highlighted in yellow requires your attention.

Please keep in mind as you review that the graphics presented in this storyboard are not a finished product and will not appear exactly as shown in the online course. These graphics are simply an effort by the instructional designer (rather than a professional graphic artist) to give reviewers a basic idea of what the screen might look like. Note that colors, format, and content of the graphics may change.

You can hold down the CTRL key and click any page name above in this Table of Contents to jump to that page in the document.

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Course Description (Manifest)

Global Awareness in Health Care is a 30-minute Web-Based Training (WBT) course that will help participants understand how cultural issues may affect health care and its delivery in various parts of the world. Participants will explore issues of cultural identity and bias and learn strategies and behaviors to aid cross-cultural communication and collaboration among people of different backgrounds. The course prepares participants to collaborate confidently and effectively in a global health care marketplace.

Notes to Integrator   This information will be used for the SCORM Manifest Course Description.

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Global Awareness in Health Care

General Audio Production Notes

Pronunciation Guide for Audio

Appears as…	Read aloud as…
GP	Gee - Pee
SUS	Es – U - Es
Asha	Ah- SHAH
Behari	Bay-Har-E
Saudi	SAW-dee

Audio Talent Required

Role	Description	Talent assigned
Narrator (Asha Behari)	Female, mid 30s American medical professional (doctor) born in India – slight Indian accent detectable	

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Global Awareness in Health Care

Storyboard #:	GlobalWBT_p0 10	*Screen Type:*	Animation

Global Awareness in Health Care
<Insert Opening Course Animation (Auto Play)>

All content shown above this dashed line will be displayed when the learner arrives on this screen. Pop-up content and descriptions of onscreen elements are included below.

Graphic Description   Opening course animation

Notes to Integrator   This is the placeholder for the standard course animation screen.

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Global Awareness in Health Care

Storyboard #:	GlobalWBT_p0 20	*Screen Type:*	Full screen image (Stand Navigation screen)

<div>

Global Awareness in Health Care

Navigation Tour

<Insert Standard Navigation screen>

</div>

All content shown above this dashed line will be displayed when the learner arrives on this screen. Pop-up content and descriptions of onscreen elements are included below.

Notes to Integrator	Use standard navigation page image.	

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Global Awareness in Health Care

Storyboard #:	GlobalWBT_p0 25	*Screen Type:*	Full screen -- Custom Slideshow

---

Global Awareness in Health Care

Travel Journal: Main Menu

<Insert custom introductory slideshow>

Do your nurses dress like this?

All content shown above this dashed line will be displayed when the learner arrives on this screen. Pop-up content and descriptions of onscreen elements are included below.

Graphic Description   Image(s) used:

Custom background: TBD – same as main menu journal background?

Create a custom slideshow or build collage: Transition (slide or fade) photos and captions in/out and then launch next screen (Main Menu). Consider "polaroid style" frame on photos.

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photos	captions
GlobalWBT_p025_gfx01 **saudi_nurses.png** crop to one nurse	Do your nurses dress like this?
GlobalWBT_p025_gfx02 **china_waiting_public.png,** **cropped**	How would you feel about having to wait in lines like these just to get health care?
GlobalWBT_p025_gfx04 http://www.istockphoto.com/stock-photo-24135593-pharmacy-in-kerala.php?st=892fdf2	Would you buy medicine here?
	What does your medical team look like?

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GlobalWBT_p025_gfx06
saudi_management_team.png

Can you identify the healthcare clinic in this picture?

GlobalWBT_p025_gfx07
china_chc_busy_street.png

How do you feel about traditional medicine?

GlobalWBT_p025_gfx08
http://www.istockphoto.com/stock-photo-14622002-alternative-healer.php?st=56edefe

Notes to Integrator	This is a brief slideshow before the Main Menu of the course. The slideshow will run automatically when the learner arrives at the screen.
	TBD: Photos and captions/questions will fade or slide in, perhaps fade into the center **large** and then shrink **small** back to some place on the screen.
	After the last image/caption is displayed, fade all and then launch the Main Menu screen, fade in Asha's photo and play her audio.
Audio Notes	Incorporate music under the Asha's audio. Something foreign sounding. TBD. Play Asha's audio in sync with the images and captions. Show one-by-one. Then after the last image is displayed, transition to Main Menu.

Audio file #	Narration/SFX

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GlobalWBT_p030_aud01	• Do your nurses dress like this?
	• How would you feel about having to wait in lines like these just to get health care?
	• Would you buy medicine here?
	• What does your medical team look like?
	• Can you identify the healthcare clinic in this picture?
	• How do you feel about traditional medicine?

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Global Awareness in Health Care

Storyboard #:	GlobalWBT_p030	*Screen Type:*	Full screen -- Custom Main Menu

Global Awareness in Health Care

Travel Journal: Main Menu

<Insert custom Main Menu screen>

Introduction
Asha's Blog read & learn about cultural awareness
World Tour see how health care works in 6 major countries
Cultural Competency Challenge test your knowledge
Summary

Click **Introduction** to begin.

All content shown above this dashed line will be displayed when the learner arrives on this screen. Pop-up content and descriptions of onscreen elements are included below.

Graphic Description	Image(s) used:
	Create a custom screen showing a Main Menu with topics as indicated.
	GlobalWBT_p030_gfx01 – Custom main journal background Background semi-opaque image of a closed bound journal -- to include a small photo of Asha somewhere (attractive female Indian-American doctor: http://www.istockphoto.com/stock-photo-19764024-indian-female-doctor-arms-crossed.php?st=1d04a0a), perhaps on a doctor's hospital ID badge. Include around journal: suggestion of a stethoscope or other doctor paraphernalia, (since this is a doctor's journal), part of a map, perhaps a closed passport.

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Global Awareness in Health Care

GlobalWBT_p030_gfx02 - Dr. Asha Behari, front view
http://www.istockphoto.com/stock-photo-19764024-indian-female-doctor-arms-crossed.php?st=1d04a0a
with Polaroid style frame showing title "Dr. Asha Behari" beneath photo.

Notes to Integrator

This is the Main Menu for the course, which represents an online travel journal. The learner will click each section in turn to access various parts of Asha's travel journal. On first access, all buttons except **Introduction** are greyed out/inactive. As learner accesses and completes a section and returns to the Main Menu:

- The button for the completed section will show a green checkmark or be covered by a [COMPLETED] stamp (see e.g., http://image.shutterstock.com/display_pic_with_logo/631318/126685361/stock-photo--completed-green-rubber-stamp-over-a-white-background-126685361.jpg) -- perhaps in grey (not green).
- The button for the next section will show as active.
- A text prompt will appear at the bottom of the screen to prompt learner to click the highlighted button.

Sync display of Asha and menu with audio as indicated below.

Audio Notes

Use standard audio controls and directions. Audio plays ONLY on first visit to this screen.

Narrator reads this audio. Asha is on-screen at start of audio and then fades out at start of bulleted text, menu fades in (all buttons at once), each button is highlighted as it is mentioned in audio.

Audio file #   **Narration/SFX**

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Global Awareness in Health Care

GlobalWBT_p030_aud01	Hello! I'm Doctor Asha Behari.

The Cigna Global Health Benefits team invited me to take a tour of health care facilities around the world. Of course, I jumped at the opportunity because I love to travel and learn about other people and places. My travels brought me into contact with *many* different cultures and I've noticed these cultural differences affect health care in many ways.

During my travels, I decided to keep a travel journal of information and insights. Now I invite you to review my journal and increase *your own* awareness of global health care.

[fade Asha out, fade or build menu in…sync with audio below]

- Start by viewing the **Introduction**,

- then check out my **Blog**.

- next, follow me on my **World Tour** for a global view of health care in six major countries, and then

- evaluate your knowledge with my **Cultural Competency Challenge**.

- Finally, check out the **Summary** to wrap up your review.

Are you ready? Click **Introduction** to begin.

Menu Links:

Introduction	**Link to GlobalWBT_p040**
Asha's Blog	**Link to GlobalWBT_p070**
World Tour	**Link to GlobalWBT_p090**
Cultural Competency Challenge	**Link to GlobalWBT_p180**
Summary	**Link to GlobalWBT_p280**

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Storyboard #:	GlobalWBT_p040	*Screen Type:*	Text and Graphic (L) – Course Description

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Global Awareness in Health Care

Travel Journal: Introduction

Description

Hello. Welcome to my Travel Journal! I learned so much on my journey around the world. I am excited to be able to now share what I learned with you.

My travel journal includes insights about

- global health care
- culture and cultural bias,
- strategies for cross-cultural communication, and
- working collaboratively across cultures.

Click **Next** to continue.

All content shown above this dashed line will be displayed when the learner arrives on this screen.
Pop-up content and descriptions of onscreen elements are included below.

Graphic Description	REUSE GlobalWBT_p030_gfx01 – **Custom main menu journal background**
	GlobalWBT_p040_gfx01 Attractive female Indian-American doctor, hands on stethoscope: http://www.istockphoto.com/stock-photo-19123066-indian-young-happy-doctor-woman.php

---

- polaroid-style framing of photo

Audio Notes   Use standard audio controls and directions.
Narrator reads this audio.

Audio file #	Narration/SFX
GlobalWBT_p040_aud01	Hello. Welcome to my travel journal! I learned so much on my journey around the world. I am excited to be able to now share what I learned with you!
	Like many people, I have a multicultural background — I was born in India and my family moved to the United States when I was young, so I have the experience of Indian family culture and an American upbringing.
	The tour that I took with Cigna really opened my eyes to how culture affects health care. I hope to guide you toward greater understanding of health care around the world through my journal, which documents insights into health care, culture and cultural bias, and strategies for cross-cultural communications and working collaboratively across cultures.

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Storyboard #:	GlobalWBT_p0 50	*Screen Type:*	Text and Graphic (L) – Course Objectives

Global Awareness in Health Care

Travel Journal: Introduction

Objectives

After reading my travel journal, you should be able to:

- Define *culture* and *cultural bias*.
- Recognize how your personal sense of identity and biases have been influenced and formed within your culture.
- Describe strategies for effective cross-cultural communication.
- List potential areas of difference that may occur between dissimilar health care contexts.
- Identify skills vital to working collaboratively in a health care setting with individuals representing diverse cultures, religions, and lifestyles.

All content shown above this dashed line will be displayed when the learner arrives on this screen. Pop-up content and descriptions of onscreen elements are included below.

Graphic Description   REUSE GlobalWBT_p030_gfx01 – **Custom main menu journal background**

GlobalWBT_p050_gfx01 Attractive female Indian-American doctor (side pose): http://www.istockphoto.com/stock-photo-19312312-indian-doctor-woman.php?st=ce74bc1

- polaroid-style framing of photo

Audio Notes   Use standard audio controls and directions.
Narrator reads this audio.

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Audio file #	Narration/SFX
GlobalWBT_p050_ aud01	Take a few minutes to review the objectives of my travel journal before you begin exploring. When you're done, return to the Main Menu and click **Asha's Blog** to get started!

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Storyboard #:	GlobalWBT_p060	*Screen Type:*	Full screen -- Custom Main Menu

---

Global Awareness in Health Care

Travel Journal: Main Menu

<Insert custom Main Menu screen>

Introduction
Asha's Blog read & learn about cultural awareness
World Tour see how health care works in 6 major countries
Cultural Competency Challenge test your knowledge
Summary

Click **Asha's Blog** to continue.

All content shown above this dashed line will be displayed when the learner arrives on this screen. Pop-up content and descriptions of onscreen elements are included below.

Graphic Description Image(s) used:

Custom screen showing a Main Menu with topics as indicated.

GlobalWBT_p060_gfx01 – Custom main menu journal background

Notes to Integrator This is the Main Menu for the course, which represents an online travel journal. The learner will click each section in turn to access various parts of Asha's travel journal. On first access, all buttons except **Introduction** are greyed out/inactive. As learner accesses and completes a section and returns to the Main Menu:

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- The button for the completed section will show a green checkmark or be covered by a [COMPLETED] stamp (see e.g., http://image.shutterstock.com/display_pic_with_logo/631318/126685361/stock-photo--completed-green-rubber-stamp-over-a-white-background-126685361.jpg) -- perhaps make it grey (not green).

First time through the course:

- Display text prompt: "Click **Asha's Blog** to continue."
- Highlight **Asha's Blog** button.

Subsequent visits to the course:

- No text prompt
- The button for the next section will show as active:

Menu Links:

Introduction   **Link to GlobalWBT_p040**

Asha's Blog   **Link to GlobalWBT_p070**

World Tour   **Link to GlobalWBT_p090**

Cultural Competency Challenge   **Link to GlobalWBT_p180**

Summary   **Link to GlobalWBT_p280**

Storyboard #:	GlobalWBT_p0 70	*Screen Type:*	Custom screen

Global Awareness in Health Care

Travel Journal: Asha's Blog

Click the first article to begin!

My Health Care Travel Journey | Asha Behari, MD

Main Menu

Global Awareness in Health Care Practices: Culture & Culture Bias

Strategies for Cross-Cultural Communications

Working Collaboratively Across Cultures

Dr. Asha Behari

All content shown above this dashed line will be displayed when the learner arrives on this screen. Pop-up content and descriptions of onscreen elements are included below.

******* BULK OF STORYBOARD OMITTED ****

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Storyboard #:	GlobalWBT_p090	*Screen Type:*	Text and Graphic with hotspots

Global Awareness in Health Care

Travel Journal: Health Care World Tour

Explore

<div style="text-align:right">

Main Menu

</div>

Click each highlighted country in turn to explore its cultural health care context. You'll earn a passport stamp for each country that you visit!

All content shown above this dashed line will be displayed when the learner arrives on this screen. Pop-up content and descriptions of onscreen elements are included below.

Graphic Description   Image(s) used:

GlobalWBT_p090_gfx01 **Global map image**: Create illustration of a global map showing the six highlighted countries Highlight (fill in) each country's boundaries completely with a color and label each country name in bold over highlighted area. (See e.g., color version of http://www.istockphoto.com/stock-illustration-17499737-world-map-multicolored-with-labels.php?st=27dfc29)

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GlobalWBT_p090_gfx02 **Main Menu** button – as created for Blog pages.

Passport-style stamps for each country – with country title (no date), somewhat distressed: see examples at http://image.shutterstock.com/display_pic_with_logo/485821/106242980/stock-vector-passport-stamps-106242980.jpg

GlobalWBT_p090_gfx03 U.S. stamp

GlobalWBT_p090_gfx04 Brazil stamp

GlobalWBT_p090_gfx05 France stamp

GlobalWBT_p090_gfx06 India stamp

GlobalWBT_p090_gfx07 China stamp

GlobalWBT_p090_gfx08 Saudi stamp

Notes to Integrator   FIRST VISIT: play audio and sync audio to highlight each country as Asha names them.

Only play audio on first visit to this screen.

Learner will click each highlighted country in turn to access the main country information page.

After learner returns from each "visited" country:

- Display a "passport-style" stamp with country name at bottom of screen, below map or across bottom of map, from left to right.
- Display prompt "**Select another country to visit!"** below the map as long as there are countries that have not been accessed.
- After last country visit, display prompt "**Well Done! Return to the Main Menu and take the Cultural Competency Challenge."** below the map

FIRST TIME THRU PROGRAM: Learner must access all country pages (in any order) before continuing to the Cultural Competency Challenge (i.e., returning to the Main Menu page) – show the active Main Menu button only after learner has "visited" all countries and received all stamps.

SECOND AND SUBSEQUENT VISITS: Learner may click around, visit any country and the Main Menu button is always active.

Audio Notes   Use standard audio controls and directions.
Narrator reads this audio. **Only play the audio on first visit to this screen. Sync highlight of countries with audio as Asha lists them.**

Audio file #   **Narration/SFX**

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	GlobalWBT_p090_aud01	It's time to follow me on my Health Care World Tour! On my tour I visited **the United States**, **Brazil**, **France**, **Saudi Arabia**, **India**, and **China**. For each country, I've made note of key health issues and included perspectives from some Cigna representatives, as well as my own observations.

Roll your mouse arrow over the map and click each highlighted country to explore the cultural health care context there. Be sure to explore each section for every country. I hope you enjoy the journey as much as I did!

When you have viewed all the information about a country, return to the World Map and you'll earn a passport stamp for your visit. When you've earned all six stamps, return to the Main Menu and take my Cultural Competency Challenge. |

Branching:

United States
link to **GlobalWBT_p100**

Brazil
link to **GlobalWBT_p110**

France
link to **GlobalWBT_p120**

Saudi Arabia
link to **GlobalWBT_p130**

India
link to **GlobalWBT_p140**

China
link to **GlobalWBT_p150**

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Storyboard #: GlobalWBT_p1
00

Screen Type: Custom screen with tabs
and buttons

Global Awareness in Health Care

Travel Journal: Health Care World Tour – United States

| Country Profile | Insider's View | Asha's View | World Map |

Read each of the key learning points listed below. To gain deeper insights on each statement, click on the "Learn More" links.

Content Area
(text and photos)

< Previous (X of X) Next >

All content shown above this dashed line will be displayed when the learner arrives on this screen.
Pop-up content and descriptions of onscreen elements are included below.

Graphic Description Image(s) used:

GlobalWBT_p100_gfx01 Custom background for World Tour, Country display

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GlobalWBT_p100_gfx02 Create collage of images from the country to fade in and then out before display of tabbed country content – crop images to remove "busyness" and add Polaroid style white frame, then display as if scattered in window top of background

(all U.S. photos at
http://www.istockphoto.com/search/lightbox/14078306#252409a)

http://www.istockphoto.com/stock-photo-7288961-flag-of-liberty.php?st=4343b86

http://www.istockphoto.com/stock-photo-10712987-manhattan.php?st=4343b86

http://www.istockphoto.com/stock-photo-27993638-wild-west.php?st=4343b86

http://www.istockphoto.com/stock-photo-25763594-family-relaxing-on-sofa-together.php?st=4343b86

http://www.istockphoto.com/stock-photo-6218137-mother-and-daughter-shopping-in-supermarket.php?st=4343b86

GlobalWBT_p100_gfx03 World Map button

GlobalWBT_p100_gfx04 Profile image of Doctor, Insider's view headshots/usa_michael_gross.jpg

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GlobalWBT_p100_gfx05 Profile image of Asha, Asha's view
http://www.istockphoto.com/stock-photo-20509881-doctor-woman-with-clipboard.php?st=ab87bdd

GlobalWBT_p100_gfx06 photo in Country Profile
http://www.istockphoto.com/stock-photo-24593906-american-pharmacist-dispensing-to-senior-couple.php?st=c75791c

GlobalWBT_p100_gfx07 photo in Insider's view
http://www.istockphoto.com/stock-photo-11829560-hospital-hallway.php?st=4343b86

GlobalWBT_p100_gfx09 photo embedded in Asha's view
http://www.istockphoto.com/stock-photo-11829560-hospital-hallway.php?st=f462b00

GlobalWBT_p100_gfx10 photo embedded in Asha's view
http://www.istockphoto.com/stock-photo-13861541-woman-in-hospital-stroke-unit.php?st=72cc5f4

Notes to Integrator	Open a lightbox layer (new window) on top of the World Map (dim parent window in background)..

Fade in (and/or build?) a collage of country-specific photos (as indicated above) and then all fade away as introduction to the country the learner is reading about.

Create a custom screen with tabs at top that link to the three main parts of the World Tour for each Country: Country Profile, Insider's View, Asha's View. The learner must review the tabs in order on first visit (Country Profile, Insider's View, Asha's View); may review each section in any order on subsequent visits.

Each tab may include:

- Text or bulleted text
- Links to "Read more" text: When learner hovers over "More…" text link or small button, text is displayed in a POPUP.
  - Text outlined in boxes below "More…" link is popup text.
- Photos with text

After learner has viewed all sections, show a **World Tour** button to close the Country window and display the World Map.

Tab Content:

Country Profile	**Country Profile**

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- The United States of America (United States or U.S.) is a developed nation of 50 states in central North America between Mexico and Canada and various territories in the Pacific and Caribbean. More…

  - The continental United States is bounded on the west by the Pacific Ocean and on the east by the Atlantic Ocean, with mountains, plains and desert areas in-between.
  - People may live in large cities, suburbs (areas outside of cities), towns, or very rural areas.
  - Religious and political freedoms are considered the right of every American and are mandated by law.

- A country of immigrants, America is a true melting pot of many cultures. More…

  - Large cities have a very diverse mix of people, and small towns or rural areas are more homogenous (though may include people who immigrated from various cultures around the world).
  - English is the primary language; Spanish is a prominent second language.

- With an advanced standard of living, U.S. citizens enjoy excellent general standards for health; much of their disease burden results from preventable and treatable conditions such as obesity, diabetes, and heart disease. More…

  With routine immunizations, a non-tropical climate, clean water supplies, and a safe blood supply, infectious disease is not a widespread daily concern.

- People in the United States have easy access to high quality health care by highly trained providers. More…

  Most people will find a health care provider within 25 miles (50 km) of home, if not closer. All medical and surgical specialties are available, as are sophisticated diagnostic and therapeutic options driven by the latest technologies.

- Much of U.S. health care is provided in the outpatient setting. More…

  Patients have a procedure and are sent home as quickly as possible, then manage with home care nursing or services that do not require a hospital stay.

- Most people have a general practice physician who manages their care, and many must get a referral from this family practitioner to see a specialist. More…

  Physician appointments and medical services are typically available by appointment during business hours (9am to 5pm, and some evenings and weekends); patients with urgent issues can

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usually be seen the same day by a doctor or Advanced Nurse Practitioner.

- Patients may visit Urgent Care Centers for minor complaints, and, by federal law, they cannot be denied services at any hospital emergency department, even if they cannot pay.
- Doctors do not routinely make house calls.

GlobalWBT_p100_gfx06
 Insert photo about here
http://www.istockphoto.com/stock-photo-24593906-american-pharmacist-dispensing-to-senior-couple.php?st=c75791c

- Medications are available at licensed pharmacies; a U.S. physician, Physician Assistant, or Advanced Nurse Practitioner must order all prescription medications. More…
  - Medication costs vary greatly: There is a three-tier formulary system, with generic medications being the cheapest.
  - People often must pay some part of their medication costs.
  - People may purchase many medications for common conditions (headaches, allergies) from neighborhood stores without a prescription, at their own cost.

- Although access is available everywhere, Federal and State regulations, technology, and malpractice combine to make health care complicated and expensive. More…
  - Complications come from:
    o Regulation by both Federal and State laws
    o Difficulties navigating overlapping programs and regulations
    o The addition of federal oversight to health insurance practices through the Affordable Care Act.
  - Expenses result from:
    o Liability and malpractice issues (patients or companies pursuing lawsuits over poor outcomes)
    o Use of advanced technologies
    o The costs of developing drugs (highly regulated by law)
    o Excessive diagnostic testing by doctors or demanded by patients
    o Prescribing medications that may not be needed (but that patients demand).

- A world leader among developed nations, America has the world's largest national economy and a highly diverse population. More…
  - Business progresses quickly compared to the pace in other countries.
  - The work week is Monday to Friday; standard office hours are from 9am to 5pm but many professionals work more than that.
  - Many women work outside the home and may occupy high-level managerial and executive positions.

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******* BULK OF STORYBOARD OMITTED ****

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Storyboard #:	GlobalWBT_p1 70	*Screen Type:*	Full screen -- Custom Main Menu

<table>
<tr><td colspan="2" align="center">**Global Awareness in Health Care**</td></tr>
<tr><td colspan="2">**Travel Journal: Main Menu**</td></tr>
<tr><td colspan="2">

<Insert custom Main Menu screen>

Introduction
Asha's Blog read & learn about cultural awareness
World Tour see how health care works in 6 major countries
Cultural Competency Challenge test your knowledge
Summary

Click **Cultural Competency Challenge** to continue.

</td></tr>
</table>

All content shown above this dashed line will be displayed when the learner arrives on this screen.
Pop-up content and descriptions of onscreen elements are included below.

Graphic Description	Image(s) used:
	Custom screen showing a Main Menu with topics as indicated.
	GlobalWBT_p170_gfx01 – Custom main menu journal background
Notes to Integrator	First time through the course:
	• Display text prompt: "Click **Cultural Competency Challenge** to continue."

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- Highlight **Cultural Competency Challenge** button.
- Make last button dimmed/inactive.

Subsequent visits to the course:

- No text prompt
- All buttons active.

Menu Links:

Introduction	**Link to GlobalWBT_p040**
Asha's Blog	**Link to GlobalWBT_p070**
World Tour	**Link to GlobalWBT_p090**
Cultural Competency Challenge	**Link to GlobalWBT_p180**
Summary	**Link to GlobalWBT_p280**

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Storyboard #:	GlobalWBT_p175	*Screen Type:*	Text and Graphic (L)

Global Awareness in Health Care

Travel Journal: Cultural Competency Challenge

Evaluate

I hope my Blog and World Tour have helped you gain a more global understanding of health care.

Take my Cultural Competency Challenge to discover if you've gained a broader understanding of how culture affects communications and health care delivery and outcomes.

You can always go back and review my travel journal at any time.

Click on **Begin** to get started!

[BEGIN]

All content shown above this dashed line will be displayed when the learner arrives on this screen.
Pop-up content and descriptions of onscreen elements are included below.

Graphic Description	GlobalWBT_p175_gfx01 TBD: collage of images from the World Tour that includes Asha at the center (pile of photos)
	GlobalWBT_p175_gfx01 – **Custom question journal background (simple)**
Notes to Integrator	• Audio plays to prompt Learner to access the next screen.

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Audio Notes Use standard audio controls and directions.
Narrator reads this audio.

Audio file #	Narration/SFX
GlobalWBT_p175_aud01	I hope that the information in my Blog and World Tour have helped expand your health care cultural competence and provided a more global understanding of health care.
	Now take my Cultural Competency Challenge and discover if you've gained a broader understanding of how culture affects communications and health care delivery and outcomes.
	Remember that if you stumble on any of the questions, you can go back and review my travel journal at any time.
	Click **Begin** to get started!

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Global Awareness in Health Care

Storyboard #:	GlobalWBT_p1 80	*Screen Type:*	Multiple Choice Single Answer + Graphic

Global Awareness in Health Care

Travel Journal: Cultural Competency Challenge

Challenge Question 1

Select the best answer to the question.

Culture is defined as:

    A. The language, dress and behaviors of people in a certain country.
    B. The shared beliefs, attitudes, behaviors, customs, and achievements of a particular group.
    C. Any kind of shared behavior that defines a specific group or subgroup.
    D. All of the above.

Submit

**All content shown above this dashed line will be displayed when the learner arrives on this screen.
Pop-up content and descriptions of onscreen elements are included below.**

Popup text:

1st incorrect response (show "Try Again button)	**Your response is incorrect. Please try again.**

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Global Awareness in Health Care

2nd incorrect response (show "View Feedback" button)	**Your response is still incorrect.**
Display above feedback after 2nd incorrect	**The correct answer is B.**
Correct response	**That's Correct!**
Feedback (display with 2nd incorrect and correct responses)	Culture is defined as the shared beliefs, attitudes, behaviors, customs, and achievements of a particular group. **Click the Next button to continue.**
Integrator Notes	The correct answer = B

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Global Awareness in Health Care

Storyboard #:	GlobalWBT_p185	*Screen Type:*	Multiple Choice Single Answer

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Global Awareness in Health Care

Travel Journal: Cultural Competency Challenge

Challenge Question 2

Select the best answer to the question.

When you judge how others do things based on your own cultural standards, you are

    A. showing a lack of awareness.
    B. creating barriers to communication and understanding.
    C. damaging potential relationships.
    D. exhibiting cultural bias.

Submit

All content shown above this dashed line will be displayed when the learner arrives on this screen. Pop-up content and descriptions of onscreen elements are included below.

Popup text:

1st incorrect response (show "Try Again button)	**Your response is incorrect. Please try again.**
2nd incorrect response (show "View Feedback" button)	**Your response is still incorrect.**

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Display above feedback after 2nd incorrect	**The correct answer is D.**
Correct response	**That's Correct!**
Feedback (display with 2nd incorrect and correct responses)	You exhibit cultural bias when you judge how others do things based on your own cultural standards. **Click the Next button to continue.**
Integrator Notes	**The correct answer = D**

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Global Awareness in Health Care

Storyboard #:	GlobalWBT_p1 90	*Screen Type:*	Multiple Choice Single Answer <mark>+ Graphic</mark>

Global Awareness in Health Care

Travel Journal: Cultural Competency Challenge

Challenge Question 3

Select the best answer to the question.

Cross-cultural collaboration is an important skill in today's global workplace because:

 A. Health care in many countries serves not just citizens but also expatriates from other countries.
 B. People from different countries, generations and backgrounds have to be able to communicate effectively and work together to achieve common goals.
 C. We must respect all cultures according to laws for treating people fairly.
 D. All of the above.

[Submit]

All content shown above this dashed line will be displayed when the learner arrives on this screen. Pop-up content and descriptions of onscreen elements are included below.

Popup text:

1st incorrect response (show "Try Again button)	**Your response is incorrect. Please try again.**
2nd incorrect response (show "View Feedback" button)	**Your response is still incorrect.**

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Global Awareness in Health Care

Display above feedback after 2nd incorrect	**The correct answer is B.**
Correct response	**That's Correct!**
Feedback (display with 2nd incorrect and correct responses)	Cross-cultural collaboration is an important skill in today's global workplace because people from different countries, generations and backgrounds have to be able to communicate effectively and work together to achieve common goals. **Click the Next button to continue.**
Integrator Notes	**The correct answer = B**

Global Awareness in Health Care

Storyboard #:	GlobalWBT_p2 00	*Screen Type:*	Multiple Choice Single Answer

Global Awareness in Health Care

Travel Journal: Cultural Competency Challenge

Challenge Question 4

Select the best answer to the question.

The key to effective cross-cultural communications is:

    A. reading about other cultures.
    B. attempting to speak the language of the country you are visiting.
    C. having a basic understanding of cultural diversity.
    D. communicating one-on-one about cultural differences.

Submit

All content shown above this dashed line will be displayed when the learner arrives on this screen.
Pop-up content and descriptions of onscreen elements are included below.

Popup text:

1st incorrect response (show "Try Again button)	**Your response is incorrect. Please try again.**
2nd incorrect response (show "View Feedback" button)	**Your response is still incorrect.**

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Global Awareness in Health Care

Display above feedback after 2nd incorrect	**The correct answer is C.**
Correct response	**That's Correct!**
Feedback (display with 2nd incorrect and correct responses)	The key to effective cross-cultural communications is having a basic understanding of cultural diversity, realizing that the two people communicating may be from two different backgrounds and cultural orientations. **Click the Next button to continue.**
Integrator Notes	**The correct answer = C**

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Global Awareness in Health Care

******* BULK OF STORYBOARD OMITTED ****

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Global Awareness in Health Care

Storyboard #:	GlobalWBT_p270	*Screen Type:*	Full screen -- Custom Main Menu

Global Awareness in Health Care

Travel Journal: Main Menu

<Insert custom Main Menu screen>

Introduction
Asha's Blog read & learn about cultural awareness
World Tour see how health care works in 6 major countries
Cultural Competency Challenge test your knowledge
Summary

Click **Summary** to continue.

All content shown above this dashed line will be displayed when the learner arrives on this screen. Pop-up content and descriptions of onscreen elements are included below.

Graphic Description	Image(s) used:
	Custom screen showing a Main Menu with topics as indicated.
	GlobalWBT_p270_gfx01 – Custom main menu journal background
Notes to Integrator	First time through the course:
	• Display text prompt: "Click **Summary** to continue." • Highlight **Summary** button.
	Subsequent visits to the course:
	• No text prompt

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Global Awareness in Health Care

- All buttons active.

Menu Links:

Introduction	**Link to GlobalWBT_p040**
Asha's Blog	**Link to GlobalWBT_p070**
World Tour	**Link to GlobalWBT_p090**
Cultural Competency Challenge	**Link to GlobalWBT_p180**
Summary	**Link to GlobalWBT_p280**

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Global Awareness in Health Care

Storyboard #:	GlobalWBT_p280	*Screen Type:* Text and Graphic (L)

Global Awareness in Health Care

Travel Journal: Summary

Dr. Asha Behari

Wrapping Up

I hope my travel journal has helped you start the journey toward greater health care cultural competence

Remember: Cultural competence is a lifelong journey, not just a destination!

Read on for a summary of lessons learned.

Click **Next** to continue.

All content shown above this dashed line will be displayed when the learner arrives on this screen. Pop-up content and descriptions of onscreen elements are included below.

Graphic Description	REUSE GlobalWBT_p030_gfx02 - Dr. Asha Behari, front view http://www.istockphoto.com/stock-photo-19764024-indian-female-doctor-arms-crossed.php?st=1d04a0a with Polaroid style frame showing title "Dr. Asha Behari" beneath photo. REUSE GlobalWBT_p030_gfx01 – **Custom main menu journal background**
Notes to Integrator	• Audio plays to prompt Learner to access the next screen.

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Global Awareness in Health Care

Audio Notes	Use standard audio controls and directions.	
	Narrator reads this audio.	

Audio file #	Narration/SFX
GlobalWBT_p000_aud01	Well, that's it! I hope you enjoyed reading my travel journal. During my trip, I discovered a lot about cultural awareness — of my own culture and others. I hope that my experiences have helped you start the journey toward greater health care cultural competence as well.
	I know I learned that the journey is *never* over: We need to continuously learn and adapt to others to ensure effective communication and deliver the best health care services possible.
	Read on for a quick review of highlights and lessons learned.

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Global Awareness in Health Care

******* END OF STORYBOARD OMITTED ****