



**INTELLIGENT**  
**VIDEO SOLUTIONS**



## **The Next Generation of Audio/Video Capture in Healthcare and Higher Education**

Enhance your learning environment with an audio and video capture solution that helps turn education into better outcomes.

# THE VALUE OF AUDIO/VIDEO CAPTURE

The benefits of using audio and video capture to enhance learning in healthcare and higher education are well documented. Several studies report the value of video in teaching nursing and clinical skills, including skill acquisition, student satisfaction, increased cognitive and procedural knowledge, and lower anxiety levels.

The efficacy of video makes sense when you consider the science behind our ability to learn visually – half of the brain is dedicated to directly or indirectly processing visual information. And it's easy to see how the convenience and accessibility of video improves the learning process for both educators and students.

## VIDEO:

- ✓ Reduces the live observation burden on supervisors
- ✓ Captures skills progression and areas where there is room for improvement
- ✓ Provides a more accurate alternative to self-reported evaluation
- ✓ Allows for immediate reflection and debriefing
- ✓ Enables the use of video modeling and video self-modeling teaching strategies

Within healthcare and higher education, video can be used across a broad spectrum of programs, including clinical skills, nursing education, autism studies, simulation training, graduate medical residencies and more. As such, a number of solutions and vendors are available for program directors interested in leveraging the benefits of audio and video capture.

But not all A/V capture systems are created equal. From ease of use to scalability to service and support, sourcing an affordable solution that enhances your learning or training environment can be challenging.

As you evaluate the many A/V capture options available today, use this guide to help determine the features and capabilities most important for improving your program's outcomes.



## EASE OF USE

The right video solution will enhance your education or training program, not create additional complexities or barriers to learning. Your technology should be powerful enough to support your program's needs but simple enough for all users to manage effectively.

### LOOK FOR:



#### Minimal Training Requirements

- Educators, students, administrators and anyone else using video technology should be able to master it in minutes, not days. But minimal necessary training doesn't mean minimal support. Your provider should help to ensure everyone who needs to use the solution feels comfortable doing so.



## Features That Increase Efficiency and Usability

Depending on your program, users may not always be available to hit record for a session they need to observe. Having multiple options for starting and stopping video recording – including in-room controls, remote capabilities and automated scheduling functions – empowers them to capture the footage they need from anywhere, even off-site. Preset functions for controlling pan, tilt and zoom functions on the camera ensure they can see all the angles they need, even if they're observing remotely.



## Powerful Feedback Functions

Video is used to assess progress and provide feedback, so your solution should make that easy and intuitive. You need the ability to give each recording a logical name, as well as a robust search function that filters quickly through an entire video library. Marking and note-taking capabilities are nice-to-have features that allow users to quickly reference specific points during a video as they're reviewing or sharing feedback.



## Questions You Should Ask Potential Providers

- *How long does it typically take a program of my size to get up and running with your solution?*
- *What kind of training do you provide?*
- *What are some ways other programs like mine have used your technology to increase efficiency?*



## HIGH-QUALITY AUDIO AND VIDEO

Your ability to observe, assess and offer feedback depends on being able to see and hear what's happening on the screen. Video capture solutions that invest in state-of-the-art cameras and microphones are more likely to deliver crisp, detailed visuals and precise sound reproduction.

### LOOK FOR:



#### Exceptional Clarity and Fidelity

- Your provider should implement high-definition cameras, at or above the industry-standard resolution of 1080p, as well as auto-gaining microphones that automatically track and adjust the volume of recordings to pick up on soft voices.



## Integrated Audio and Video

Especially in autism studies and speech therapy training, video and audio must be perfectly synchronized so learners and observers understand exactly what's happening in the recorded session, right down to spoken words matching up with mouth movement.



## Flexible Camera Controls

Anyone working the camera should be able to intuitively pan, tilt and zoom to capture different angles or hone in on important details during observation.



## Questions You Should Ask Potential Providers

- *What is the highest streaming resolution your technology offers?*
- *How can I ensure that audio and video are synchronized?*
- *How do users work the cameras?*





## SCALABILITY

As your program grows, you may want to add to your video solution. Doing so shouldn't be costly or challenging. And while you might not know how many rooms, new users or additional cameras you'll need in the future, you can still include scalability requirements in your search.

### LOOK FOR:



#### Enterprise-Level Architecture

The more hardware you need to support your program, the greater the potential for failure points and expensive upkeep, making server capacity important. You want the ability to maintain your entire program's video capture solution on a single server, even if you add cameras and mics.



## One Centralized System

A centralized storage system, along with MP4 formatting and video compression capabilities, reduces demand on your network, making it easy for you to manage and retain footage for as long as needed.



## Multiple User Capabilities

Disparate infrastructure often requires you to buy software licenses and install them for all users, increasing total cost of ownership and creating latency issues. A solution that accommodates multiple users without charging a per-seat licensing fee will help keep costs down, especially as your program grows.



## Questions You Should Ask Potential Providers

- *How many cameras does one server support?*
- *How easy is it to add new cameras and mics to a configuration?*
- *What is the system's video storage capacity?*
- *How many users can watch different streams at once?*





## RELIABILITY

The only effective video capture system is the one that's working when you need it. While most solutions claim reliability, a few factors in particular will help you determine whether you can truly count on a provider to support your program.

### LOOK FOR:



#### Low Failure Rate

- Product outages and problems with technology delay your program's progress and create friction within your learning environment. Your provider should be able to show a documented failure rate that's less than 1%.



## Platform Consistency

When software is discontinued or proprietary hardware needs to be replaced, the customer often pays the price, in terms of both actual cost and product downtime. Look for a consistent platform that's upgraded regularly to stay current and introduce new features but never requires a full overhaul.



## A Hardened System

Hardening an operating system helps prevent malware and malicious activity from penetrating the server, minimizing exposure to threats and mitigating the risk of a breach or a crash.



## Questions You Should Ask Potential Providers

- *What is your documented failure rate?*
- *How has your platform changed over the last five to 10 years?*
- *What precautions do you take to prevent exposure to malware?*



## SECURITY

Whenever video is used to record or observe confidential treatment or patient interactions, it's critical to meet security and compliance requirements, such as HIPAA and FERPA. Each individual facility is ultimately responsible for implementing operational procedures and user protocols, but your provider can help protect the data you collect using video.

### LOOK FOR:



#### Password Encryption Options

- A Lightweight Directory Access Protocol (LDAP) integration eliminates password storage within the video system entirely. If you aren't using LDAP, and passwords need to be created and stored in the system itself, they should be encrypted within the database.



## Security Permission Features

To ensure users can only access content that pertains to them, a trusted system administrator should have full control over each feature, video stream and data point within the platform.



## Audit Trails

To further ensure you're adhering to compliance regulations, audit trails provide dated, time-stamped records of login attempts, video stream access, recordings, playbacks and administrative changes.



## Questions You Should Ask Potential Providers

- *How do you interpret HIPAA and FERPA privacy rules?*
- *What security features do you have to regulate access to confidential data?*
- *Do your support teams ever need to collect or transfer data stored within the system?*



## SERVICE AND SUPPORT

An A/V capture provider that's invested in the success of your program will provide exceptional service throughout your entire engagement. That starts with making sure you've chosen the right products for your program and continues through training and ongoing support.

### LOOK FOR:



#### A Customized Configuration Process

- Many A/V providers partner with outsourced integrators that take a one-size-fits-all approach to camera and microphone placement, forcing you to adjust your workflows to accommodate their system.
- A provider that collaborates with you and designs a configuration according to your needs will build upon existing processes.



### Quick Installation Turnaround

Once you've decided to implement video or enhance what you're currently using, you shouldn't have to wait weeks to get started. An A/V capture provider that works to understand your needs up front and leverages manufacturer-certified experts for installation can get you up and running in a few days.



### An Accessible Support Team

If you have a problem with your system, you don't want to be another ticket in a support queue system; you want answers quickly. A provider that prioritizes great customer service will staff a support team with dedicated experts, increasing first-call resolution percentages.



### Questions You Should Ask Potential Providers

- *What is your process for designing each project?*
- *How long does installation typically take?*
- *What are my support options after the installation is complete?*



# BETTER OUTCOMES BEGIN WITH BETTER SOLUTIONS

A simple-yet-powerful audio/video capture solution can help take a successful learning environment to the next level, increasing efficiency for educators and enabling a more effective experience for students.



## See How Video Helps Enhance Hands-On Learning

Discover the impact of a simple and secure video solution on Wisconsin Lutheran College's nursing simulation experience.

[Watch Now](#)

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