

EDWARD HOSPITAL

LAUNCHES EXTENSIVE ELEARING PROGRAM
WITH INFOLOGIX

EDWARD

HOSPITAL & HEALTH SERVICES

Challenges:

- Need to train 5,000 employees across 17 campuses
- Difficult to implement hospital-wide policy changes

Outcomes:

- Created customized training module that can be easily edited as the hospital evolves
- Began training nurses with eLearning following initial success
- Implemented remote eLearning access so employees may train off campus

Challenge

Edward Hospital, a full-service hospital and healthcare provider in the Chicago area, needed an efficient way to deliver customized training to its 5,000 employees, including 1,500 nursing employees and more than 900 physicians. The task was complicated by the fact that the employees are spread out over 17 campuses, each with multiple buildings and departments.

Faced with the challenge of defining an overall learning management strategy for the growing hospital system, Diana Stump, ISS Project Management Office (PMO) Director, determined that the optimum learning system would afford hospital administration the ability to:

- Quickly deliver customized training to employees in multiple locations with variable schedules.
- Measure and report employee participation in training.
- Evaluate employee retention of training course material.
- Modify course content in response to changes in hospital policies and procedures.
- Assign training courses by job code.
- Incorporate interactive multimedia into the training.



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*Diana Stump
ISS Project Management Office
(PMO) Director
Edward Hospital*

Mobility Solution

The hospital had seen InfoLogix at the Healthcare Information and Management Systems Society (HIMSS) conference the previous year and recognized InfoLogix as a leading provider of mobility solutions for the healthcare industry. A review of InfoLogix eLearning solutions showed a customizable, efficient eLearning system that engages learners and is easy to use. The web-based system would be accessible from any of the hospital PCs, offering employees the convenience of training on-site during regular working hours.

InfoLogix's Learning Management System (LMS) assessment and certification tool allows hospital administrators to accurately track employee participation and mastery of course content. Summary reports are readily available for performance review and supervision.

Much of the hospital's training is specific to particular employee teams. For example, nurses receive training in numerous nursing-specific areas in addition to other general hospital requirements such as Safety, HIPAA and Infection Control. The InfoLogix LMS software enables all training events to be assigned by job code and centralizes training efforts hospital-wide. This comprehensive, enterprise-wide software also provides employee access to online training courses and tracks individual participation and assessment scores.

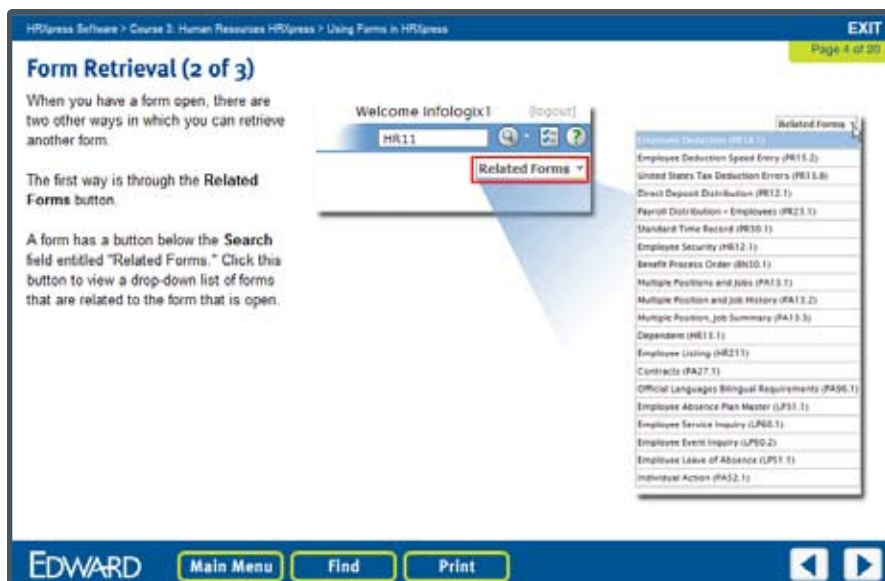
The user-friendly InfoLogix ELCAP content authoring tool enables in-house editing of training modules, ensuring that the eLearning system can evolve with the hospital.

The hospital was further impressed with InfoLogix's perspective on eLearning and change management. InfoLogix provides pre- and post-implementation support to facilitate a successful conversion, but recognizes that an effective solution must comprise more than just a conversion from paper to electronic — it must be tailored to each end user and the workflow of each specific job. “We chose InfoLogix due to their strength in content development, and their implementation approach,” said Stump.

The hospital identified an immediate need to train its nursing team with a module on the “status board.” InfoLogix worked closely with the hospital IT department and nursing team to understand the training objectives and unique needs of its 1,500 nursing employees. The result is a 30-minute online training module that was delivered to the entire nursing team over a period of three to four weeks. By accessing the training from any unit PC, the nurses were able to complete the training quickly and efficiently, with minimal interruption of their other job responsibilities. “With few exceptions, nursing employees reported that they found the interactive, visual format of the online training much more interesting than the traditional classroom model,” said Stump.

Pleased with the success of their first InfoLogix eLearning module, the hospital was emboldened to try something Stump called “revolutionary” — training physicians online for the first time in the hospital’s history. Three hundred physicians participated in two eLearning modules on Physician Care Management and Electronic Signatures, and their response was overwhelmingly positive. Like the nursing team, the physicians reported that they enjoyed the online training format more than a classroom lecture, and they appreciated the ability to train at their convenience during breaks in delivering patient care.

Stump credits the InfoLogix team for a novel approach to accommodate physicians who split their time between multiple campuses, departments and shifts. InfoLogix created a “looping tutorial” that ran simultaneously in six physician lounges for a period of six weeks, maximizing opportunities for physicians to train privately between patients or during breaks.



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Although the hospital had a robust pool of training topics, they needed a solution provider with expertise in eLearning program development and multimedia. InfoLogix worked closely with Stump to develop a customized solution that surpassed the hospital team’s expectations, including:

- Creating the courses
- Presenting the product to the hospital
- Installing the product
- Providing training
- Assisting during go-live

About InfoLogix

InfoLogix is a leading provider of technology and RFID based intelligence solutions that enable the mobile enterprise. InfoLogix uses the industry's most advanced technologies to increase the efficiency, accuracy, and transparency of complex business and clinical processes for the healthcare industry and the commercial marketplace.

With 19 issued patents, InfoLogix provides mobile managed solutions, on-demand software applications, mobile infrastructure products, and strategic consulting services to over 2,000 clients in North America including Kraft Foods, Merck and Company, General Electric, Kaiser Permanente, MultiCare Health System and Stanford School of Medicine. InfoLogix is a publicly-traded company (NASDAQ: IFLG).

Benefits

In addition to the positive employee response, hospital administrators have endorsed the operational outcomes of the eLearning program because of the ability to:

- Review archived training modules at anytime.
- Justify and assess training ROI.
- Eliminate the need for classroom training for non-clinical departments.
- Provided added flexibility to the clinical teams who can take the courseware based on schedules, workloads, etc. and do not have to wait until scheduled time slots.

Next Steps

The hospital has already built on their early success and expanded their eLearning system to include mandatory annual training for all employees. They have also added enhanced remote access to allow employees to train on PCs outside the hospital system.

Working with InfoLogix has made Stump realize and identify a need for ongoing evaluation of the hospital's training needs to assess other best opportunities for eLearning. "The bottom line is that the tool works. How do we evaluate future programs for classroom, web, or blended instructional approach? We have to define criteria to determine that."



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