



## CUSTOMER PROFILE

# Rice Memorial Hospital delivers top-notch staff education using NetLearning®

One of the biggest challenges facing many healthcare organizations is that staff is working at all times in multiple locations. While this setup is critical to delivering high quality patient care, it complicates efforts to keep staff educated. That was the situation facing Rice Memorial Hospital in Willmar, Minnesota. As its staff numbers grew, the hospital struggled to keep pace with changes in regulations and to mandatory education requirements. It knew it needed an effective and efficient way to manage and deliver education.

### Upgrading to a more flexible learning management system

In 2000, Rice Memorial Hospital purchased an online learning management system (LMS) to complement a separate system used to track and report on training. Within a year, it became apparent that the solution could not accommodate all of Rice Memorial Hospital's requirements.

Rice Memorial Hospital belonged to a consortium of hospitals in Minnesota experiencing issues with that same LMS, and the group decided to explore other options for learning management systems. It was greatly impressed with HealthcareSource NetLearning®.

NetLearning was flexible, reliable, and easy to use for those building and editing courses. It allows staff to use existing content, create and load their own courses, and even link to other vendor's education, such as when the hospital buys new equipment requiring

staff training. "Plus, it delivered quality, up-to-date content through the HealthcareSource eLearning Library<sup>SM</sup>. Moreover, the company offered outstanding client service," explains Sherri Klaers, Staff Education Coordinator for Rice Memorial Hospital. The consortium recommended NetLearning to the hospitals' CEOs.

### Impressed with support

Klaers was very impressed with the client support extended during the implementation and how willing HealthcareSource is to accommodate clients' schedules. For example, during the initial implementation Rice Memorial elected to go live with the system over a couple of months as Klaers' staff built out groups and addressed other details. But with a recent upgrade Klaers chose to move more quickly, going live with the upgrade in less than a month.

### More flexibly delivering education

When Rice Memorial Hospital first implemented NetLearning, it was delivering education to 850 employees. Today it's educating nearly 1,000 employees annually with over 70 courses.

According to Klaers, NetLearning provides convenient training that lowers costs for the hospital. That's because it eliminates the need for conducting in-person training every year for all employees. At the same time, Rice Memorial Hospital can flexibly assign courses, such as by staff type or role, ensuring that employees



## Rice Memorial Hospital

### About Rice Memorial Hospital

**Location:** Willmar, MN

**Overview:** Rice Memorial Hospital is a Level 3 Trauma Center and the largest municipally-owned hospital in the state of Minnesota. It provides inpatient and outpatient services, a cancer center, mental health and counseling services, hospice services, medical equipment, a long-term care facility, and a comprehensive rehabilitation center. Serving a 14-county area, the hospital maintains 100 inpatient beds, employs more than 900 staff, and credentials over 350 physicians.

**Employees:** Approximately 1,000

**HealthcareSource Solutions:** NetLearning®, eLearning Library<sup>SM</sup>



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receive the education that suits their job requirements. And because NetLearning makes it possible for the hospital to break up longer courses into modules, staff is more likely to complete the courses in a timely manner. "We love NetLearning University, which allows us to access ongoing education for a refresher on the system or when we need to train new staff," says Klaers.

Employees appreciate the convenience of NetLearning. In fact, they consistently choose NetLearning for delivery of basic mandatory education in employee satisfaction surveys. According to Klaers, "Our hospital works hard to lower turnover rates, and we see NetLearning as one of the components to keeping it low. And, it's a terrific tool to enhance new employee orientation."

### Streamlining management and reporting

Whereas Rice Memorial Hospital used to dedicate 2.25 full-time employees to manage its online courses and education records, it now uses just 1.75. "Even as we've increased our number of employees, we've been able to reduce the staff needed to manage the system. Because NetLearning is so efficient, we can do more with fewer staff," says Klaers.

NetLearning also improves education reporting for the hospital. Reporting and tracking now occur in a single system, making it easier to build new records and courses and remove old information. Plus, Klaers and the education department can access education records from multiple

locations, managers can pull up reports for their employees, and staff can easily pull up transcripts showing completed education without the assistance of training staff. In fact, with the upgraded system, employees can see at a glance on one screen which courses are available, which ones they've completed and more. They can even add records of other training they've completed, such as a workshop outside of the hospital, for a single record of their education.

### Keeping education costs in check

NetLearning has proven to be the most cost-effective solution. "It's flexible enough to adapt to our changing requirements. And because we're able to deliver the most up-to-date course content, we save money because our employees know precisely what to do in any given situation, such as in case of fire or infection control," says Klaers.

At the same time, Klaers is confident that the hospital's training costs won't go up per employee because it requires that employees complete education as part of their workday. "The nominal cost of paying for system access allows our finance group to know there is not a fluctuating cost for education. When funding resources are constricted, this gives us assurance that education costs will stay consistent," continues Klaers.

Klaers is the first to say she would purchase NetLearning again. "I would recommend the system to anyone that needs a reliable and flexible online education system. Whether you work in a big hospital system or

a critical access hospital, NetLearning enables you to deliver education to meet the highest level of accreditation requirements. And the company listens to its clients, offering timely support and ongoing improvements to meet your needs," concludes Klaers.

### CHALLENGES

- Needed to effectively deliver, track and report on staff education
- Struggled to keep pace with staff growth and regulation changes
- Found it difficult to keep staff educated across multiple locations
- Needed to replace their existing LMS with one that could meet their needs

### RESULTS

- Reduced annual training costs by eliminating need to train all employees in person
- Ensure employees receive the education that suits their job requirements
- Satisfy the highest level of accreditation requirements
- Reduced number of FTEs needed to manage online courses and education records from 2.25 to 1.75
- Improved education reporting with easy access from multiple locations
- Streamlined implementation by taking advantage of outstanding client support

With more than 2,000 healthcare clients, HealthcareSource is the leading provider of talent management software for the healthcare industry. The HealthcareSource Quality Talent Suite<sup>SM</sup> helps healthcare organizations acquire, develop and retain the best workforce possible, in order to improve the patient and resident experience. The company's cloud-based talent management solutions include applicant tracking, behavioral assessments, reference checking, employee performance, compensation, competency and learning management and eLearning courseware. A private company focused exclusively on the healthcare industry, HealthcareSource consistently earns high marks for client satisfaction and retention. KLAS Research recently named HealthcareSource a category leader for Talent Management for the third consecutive year, in addition to recognition from Modern Healthcare's "Healthcare's Hottest," Inc. 500|5000, and Deloitte Technology Fast 500.

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