Bronson Healthcare Group Uses HealthcareSource NetLearning to Facilitate Streamlined Periop 101 Training

CHALLENGES

- Challenging to register and access Periop 101 program via AORN
- Time wasted correcting data inconsistencies and access problems

RESULTS

- Streamlined administration and learner access
- Less time spent on basic course instructions and problem resolution
- Consistency of information and flexibility to access course modules

Bronson Battle Creek — part of the Bronson Healthcare Group — is the only Michigan hospital to receive the CNOR® Strong designation, a national operating room designation for nursing. This designation demonstrates how esteemed the organization's periop nurses are — and its commitment to helping its employees excel in their fields. To that end, Bronson Healthcare Group employs HealthcareSource® NetLearning® and AORN'S Periop 101-RN eLearning program, available through the HealthcareSource eLearning Library℠, to keep its staff fully trained and motivated.

Calling Upon eLearning to Bolster Staff Education

Bronson Healthcare Group in Kalamazoo, Michigan is a healthcare system comprised of a dozen facilities serving patients and families throughout southwest Michigan and northern Indiana. The group and its workforce of more than 7,800 offers a full range of services from primary care to advanced critical care. And its physicians and staff are nationally recognized for many exceptional achievements in quality, safety and service.

With a vision to be a national leader in healthcare quality and provide the best possible care, Bronson provides its staff with the training required to achieve the highest levels of excellence. In that spirit, Bronson has offered the Association of periOperative Registered Nurses' (AORN) Periop 101-RN program as part of its Operating Room (OR) internship for over a decade. Any registered nurse or surgical technologist without OR experience is required to go through the program. The program uses blended learning, with learners taking the online Periop 101 courses while also meeting with a preceptor for live, on-the-floor training. Longtime HealthcareSource NetLearning customers, in 2012 Bronson began using NetLearning to effectively administer the eLearning portion of this program.

Needing to Improve Periop 101 Training

Previously Bronson Healthcare had used Periop 101 by purchasing the eLearning program directly through AORN. However, Bronson's Perioperative Clinical Educator, Holly Wohlfert, struggled with this setup.

The paper-based enrollment process was time-consuming and led to inconsistencies. AORN's records did not always match Bronson's, and in such cases, Wohlfert spent time on the phone with AORN to rectify the situation. Moreover, sometimes AORN would incorrectly transfer a learner's name from the paperwork that Wohlfert submitted. As a result, that learner would be unable to access the program via the student portal provided by AORN. Other times, learning modules did not open or include all needed information and occasionally, learners struggled in their attempts to return to a previously accessed module. All in all, as Wohlfert describes, the user experience was not up to par.

"I always wondered if something would go wrong once the paperwork had been submitted to AORN," recalls Wohlfert. "I started blocking off extra time on the first day of each program cycle to deal with problems our employees had accessing the program."

Shifting to a Proven eLearning Solution

As an existing NetLearning customer, Bronson Healthcare decided to take advantage of HealthcareSource's relationship with AORN to purchase Periop 101-RN through the eLearning Library to improve the learner and administrator experience. The program, when purchased this way, launches directly from NetLearning. According to Wohlfert, "Because our staff was already familiar with NetLearning, we could make this move without causing our staff anxiety or concern and without needing to train them to use a new system, which saved us time." The ability to work with just one solution provider was convenient as well.

Aligning with Existing Patient Flow

The shift to executing and accessing Periop 101-RN training through NetLearning is considered a success within Bronson. The process of purchasing and setting up the program within NetLearning was straightforward. Wohlfert assigns the Periop 101 modules to new or less experienced nurses based on Bronson's patient flow, starting with scheduling and pre-op testing, and moving on to preparing the OR for a procedure. She then assigns modules that cover the administration of appropriate treatment during a procedure in the OR all the way to specimen handling, post-anesthesia care and providing patient education. "Assigning modules in this way helps nurses understand the entire process from a holistic perspective," says Wohlfert. "Once OR nurses have completed a module and enter the OR, they are accompanied by a preceptor and they are able to practice what they've learned."

Successfully Combining In-Person and Online Training

Wohlfert appreciates that enrollment and registration is extremely easy when using Periop 101 with NetLearning. In addition, nurses can easily access and use the learning modules. Because NetLearning is easy to use and familiar to so many Bronson employees, Wohlfert spends less than an hour instructing learners at the start of each new orientation program, decreasing this training time by half.

Periop 101's functionality remains the same as well. Wohlfert can assign and report on modules within the Periop 101-RN program individually which allows her to better track learner progress through each course, and schedule the appropriate learning activities. Additionally, the learners receive immediate feedback after completing Periop 101's final exam. This helps the nurses understand where to focus their efforts for any additional exam attempts.

Following Best Practices

Wohlfert has found it effective to develop a pathway outlining the didactic and clinical portions of the Periop 101 program. This helps with the program's consistency from one training group to the next, and allows her to ensure that each nurse who goes through the program receives detailed training about periop best practices and Bronson's policies. She also finds it valuable to assign a primary and secondary preceptor to each student to ensure availability and consistency in their learning experience.

Wohlfert also comments on the fact that by offering the program through NetLearning they can ensure consistency of information and provide learners with the ability to return to modules at any time. This can be particularly helpful for both educators just launching a periop program and their learners. "NetLearning's design appeals to adult learners — they can move at their own pace and digest learning on a schedule that makes sense to them," she says.

Boosting Staff Retention and Productivity

With the Periop 101-RN program in place, Bronson sees greater interest in employment opportunities it offers. In one case, a candidate chose a position at Bronson over one that was 45 miles closer to her home. The program also contributes to higher employee retention rates. "Our employees recognize our commitment to their education and preparation," concludes Wohlfert.

ABOUT BRONSON HEALTHCARE GROUP

Location: Kalamazoo, Michigan

Overview: Bronson Healthcare is a not-for-profit, community-governed healthcare system headquartered in Kalamazoo, Michigan. Bronson is the largest employer and leading healthcare system in southwest Michigan with more than 7,800 employees, offering a full range of services from primary care to critical care across more than 60 locations.

Employees: Over 7,800

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