



Healthcare

WASHINGTON COUNTY HOSPITAL & NURSING HOME CASE STUDY



Located in Chatom, Alabama, Washington County Hospital and Nursing Home has been serving this rural county in southwest Alabama for more than 50 years. It is the sole institutional healthcare provider in the county and serves the citizens of the community with quality acute and long-term care. Washington County Hospital and Nursing Home features modern hospital services, nursing home care, board certified primary care, and visiting specialty physicians.

CHALLENGE:

- Ensure excellent training and mastery of all mission critical processes.
- Provide efficient, convenient, and cost-effective alternative to in-person training
- Facilitate compliance with regulations and statutes governing health-care industry

SOLUTION:

Washington County Hospital and Nursing Home replaced its outmoded classroom training procedures with eLeaP's secure, web-based, and highly cost-effective learning management



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system in order to improve training effectiveness and efficiency while also easing compliance with government regulations.

RESULTS:

- Vastly reduced burden of ensuring and demonstrating compliance with government regulations and statutes
- Increased effectiveness for key employees
- Improved mastery of mission critical processes and decreased exposure to risk
- Effective cost containment

TECHNICAL SITUATION—Training Demands Jeopardize Health of County Hospital

As the sole institutional healthcare provider in its entire Alabama county, Washington County Hospital and Nursing Home faces many challenges in meeting its obligation to provide a complete spectrum of high-quality medical services. Its most difficult challenges, however, have not been limited to finding superior nurses, physicians, and specialists or finding the funding for state of the art medical equipment. The demands of staff-training have also created significant challenges for Washington County Hospital.

As is the case throughout the medical field, Washington County Hospital and Nursing Home is faced with the obligation of providing high-quality, and frequent, training to its entire staff and management team. This training is both required in order to ensure complete mastery of all mission critical processes and mandated by government regulation. Washington County Hospital, however, met all of its training obligations through in-person, classroom instruction; and this outmoded training practice took an unsustainable toll on the facility. These training procedures were extremely inefficient since they absorbed large amounts of the time of key personnel who were offering the training as well as those receiving it. Furthermore, while these procedures were costly they were not especially engaging, interactive, or effective and they did little to ease the burdens the facility faced in demonstrating compliance with government-mandated training requirements.

The health of the hospital clearly required a new training prescription.

SOLUTION—eLeaP LMS is Just What the Doctor Ordered

Washington County Hospital and Nursing Home found that the eLeaP LMS provided the perfect remedy for their training ills. The eLeaP Course Content Creator Pro makes it easy to build and upload all of the training modules that the hospital requires, and conducting training through this secure, hosted service is also highly cost-effective. The hospital did not need to invest in any additional hardware, software, or IT manpower required to install, maintain, and update installed software. At the

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--Dixie Kuhn, Director of Personnel Services, Washington County Hospital and Nursing Home



same time, the hospital enjoyed significant cost savings due to the fact that staff were not devoting on-the-job time to training.

Furthermore, conducting training through the eLeaP platform is both more convenient and more effective. Since all of the hospital's training modules are available on-demand, employees enjoy the convenience of being able to work through them on their own time, and at their own pace, from any computer connected to the Internet. Similarly, since the hospital's training modules can be far more interactive and engaging than an impersonal classroom presentation, staff members find the online courses far more effective in producing detailed comprehension and long-term retention of vital information. This increased training effectiveness is also aided by the rapid feed-back and assessment that eLeaP's various testing and tracking tools enable. Furthermore, when these testing and tracking tools are combined with eLeaP's reporting tools, maintaining and demonstrating compliance with government-mandated training regulations become almost as simple as clicking a mouse.

BENEFITS—Fiscal Health and a Happy, Well-Trained Staff

Dixie Kuhn, Director of Personnel at Washington County Hospital and Nursing Home summed-up the benefits of training through the eLeaP platform very well: "All of our training goals are accomplished with greater efficiency and less cost." Staff members are freed from the burden of extensive classroom training sessions and able to spend on-the-job time doing their jobs; and that simple fact represents a significant financial gain for the hospital. And since the new training practices are demonstrably more effective, the entire staff enjoys greater peace of mind and the security of knowing that they and the hospital face a lower exposure to the risk of medical error (and possible litigation).

