



BUSINESS SOLUTION

# Choosing the Right Learning Management Platform

The Ultimate Guide for Post-Acute Care Professionals

RELIAS

# Introduction

As a leader in post-acute care, one of your main goals is to make the most of your staff members' talents so they can achieve positive outcomes with those under their care. To do so, your staff not only needs the proper compliance training for your setting, but the skills necessary to provide top-of-the-line care.

It's crucial to invest in the tools and resources to make this vision come to life. However, many post-acute care organizations continue to use manual methods of tracking employees' learning and development — often spreadsheets or word processing software. In fact, **34% of post-acute care organizations** still use paper-based methods to track required training for their organization.

Additionally, the cost of holding all training in person can be time-consuming, expensive, inefficient, and, now in the era of COVID-19, unattainable. If you haven't already, your organization may have considered purchasing a learning management platform to help deploy and track training for your employees. These platforms provide a comprehensive solution for your organization's learning and development needs.

Many of the learning management platforms available, however, offer a one-size-fits-all approach. Or they are simply not built to manage the complex compliance needs of post-acute care organizations. How can you determine what tools, services, and features you need to manage your organization's compliance requirements and advance your employees' development?

In this e-book, we'll examine the features a post-acute care leader should consider crucial for their learning management platform so that you can pick the tools and technology that best fit your organization's needs and goals.

By **leveraging the power** of a learning management platform, you can:

- Streamline learning and development operations.
- Standardize your learning and development activities across departments or professions.
- Leverage cloud-based technology to access and deploy learning and development solutions across wide geographic regions.
- Keep your organization flexible and agile during difficult times.

# 34%

**of post-acute care organizations track required training using paper-based methods.**



# Convenience of Platform

First and foremost, the learning management platform you adopt should make your L&D administrator's job easier and make learning more convenient for your staff. If it's not easy to use, implementing the platform and driving learner engagement will prove much more difficult to attain.

By making training easier for your staff to access and complete, you'll both decrease the likelihood of required training lapsing and increase the likelihood of making a positive impact on your organization.

Some of the features that best enable post-acute care organizations to **streamline their L&D programs** include:

- Allowing administrators to easily enroll staff in required training modules and create recurring compliance training plans
- Giving staff members the ability to search for and access training content from anywhere, including their mobile devices
- Sending automatic reminders to staff members who have yet to complete their compliance training

The easier your learning management platform makes it for individual staff to remain compliant, the easier this system makes it for your entire organization to remain compliant.



# A Partner for Your Learning Journey

As with any organization-wide initiative, adopting a learning management platform is a journey. From picking the right platform to getting staff into the system, creating training, and troubleshooting issues, it's a large undertaking. To see the best results, make sure the learning management platform provider you choose is a true partner.

As administrators and staff alike begin using the platform, questions will undoubtedly arise. Having the ability to lean on your provider to answer these questions is crucial.

Your **vendor** should be able to:

- Help you demonstrate the ROI of using its platform
- Work with you to establish useful workflows during implementation
- Help you fully leverage your platform features
- Provide ongoing, high-quality customer support whenever issues or questions arise

Choosing a partner who can help with these tasks and more will allow you to get the most out of your learning management platform.

## A Scalable Platform for Growth

Healthcare expectations continue to change, so it's imperative to choose a platform that can grow with you. As your organization brings on more staff, expands its services, or even opens more locations, you need to know that the capabilities of your learning management platform can scale up as well. This way, rather than having to adopt different learning technologies to accommodate your new requirements, you'll have one solution that can help guide you and your staff through this growth.



# Accessibility for All

Everyone in your organization must have equal access to your learning management platform, including those with disabilities. To that end, ensure the platform you choose comes with accessibility features to aid learners with auditory, visual, mobility, or learning disabilities.

**Common accessibility features** follow standards for [web accessibility](#), including:

- The use and creation of non-text content, such as videos or webinars, that allow staff to watch and listen to the learning material
- Captions for all video content
- Proper alt text for all materials to allow screen readers to decipher and read the material for the user
- Easily navigable and properly structured content, which can help users as well as screen readers and other assistive devices navigate the page

# Easy Integration

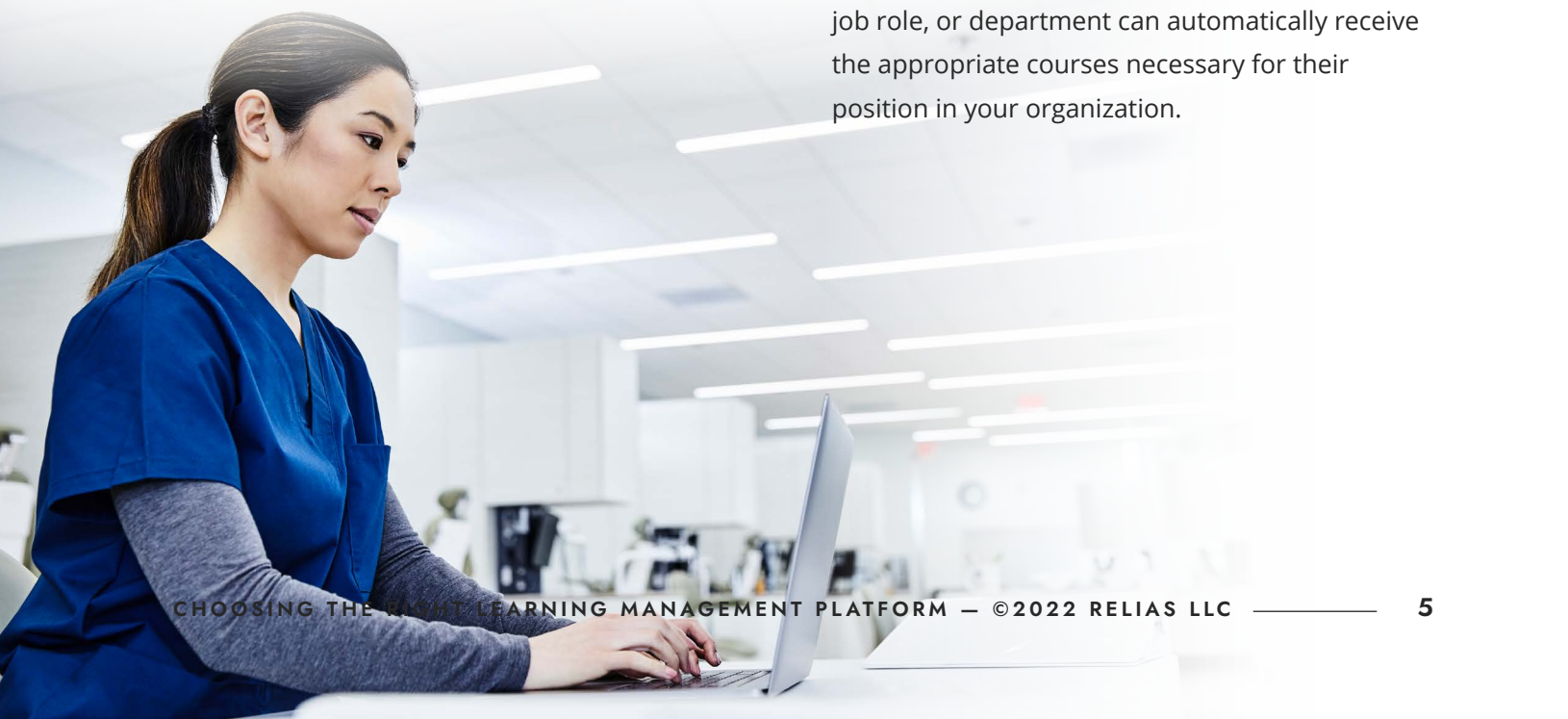
Any learning management platform worth its salt will allow you to integrate with your human resources information system (HRIS).

Integration abilities are what make a learning management platform truly efficient. It will allow you to cut out manual work, such as creating new learner profiles, giving you the ability to focus on more strategic L&D tasks.

# Automatic Enrollment

No one wants to implement a new software platform that replaces manual effort with manual effort — this is often the case with learning platforms that do not allow for easy assignment of training content.

Alongside an effective HRIS integration, make sure the learning management platform you are implementing allows for automatic enrollment into courses and training plans. That way, staff members who fall within a particular profession, job role, or department can automatically receive the appropriate courses necessary for their position in your organization.



# Compliance Tracking

Making sure that staff members are maintaining their compliance training is crucial for every organization. An organization can face serious consequences if compliance training is mismanaged, such as incurring costly fines or placing clients at risk.

Look for a learning management platform that can track staff's progress through onboarding and annual recurring compliance training. With this capability, you can gain insight into which staff members are at risk of not completing their training on time and those who are overdue on their training.

## Relevant Reporting

**“Focus on the features that allow you to easily analyze and export your compliance data”**

When it comes to reporting, focus on the features that allow you to easily analyze and export your compliance data. Your learning management platform should allow you to report on the compliance rates of individuals, departments, and the organization as a whole.

It should also allow you to track and report on the completion of specific training plans. This will make the job of finding gaps in your compliance management easier to identify, helping to mitigate risks associated with the reporting process.

Custom reports are another important feature to look out for. Having the ability to customize your own compliance reports will make survey or audit preparation easier and save you countless hours. Additionally, it allows you to easily report on the most relevant data, such as the demonstration of job-specific skills. Centralized reporting within a learning management platform also makes it easier to loop in managers and other stakeholders, allowing the entire organization to be on the same page come audit time.

## Policies and Procedures Sharing

Post-acute care organizations struggle to keep up with the latest regulations that govern their caregiving, highlighting how frequently and quickly regulations can change. It's important that every staff member is aware of company policies and procedures and can easily find a copy of these documents for reference.

When selecting a learning management platform, make sure the one you adopt comes with the tools to help you easily store and deploy **policies and procedures**:

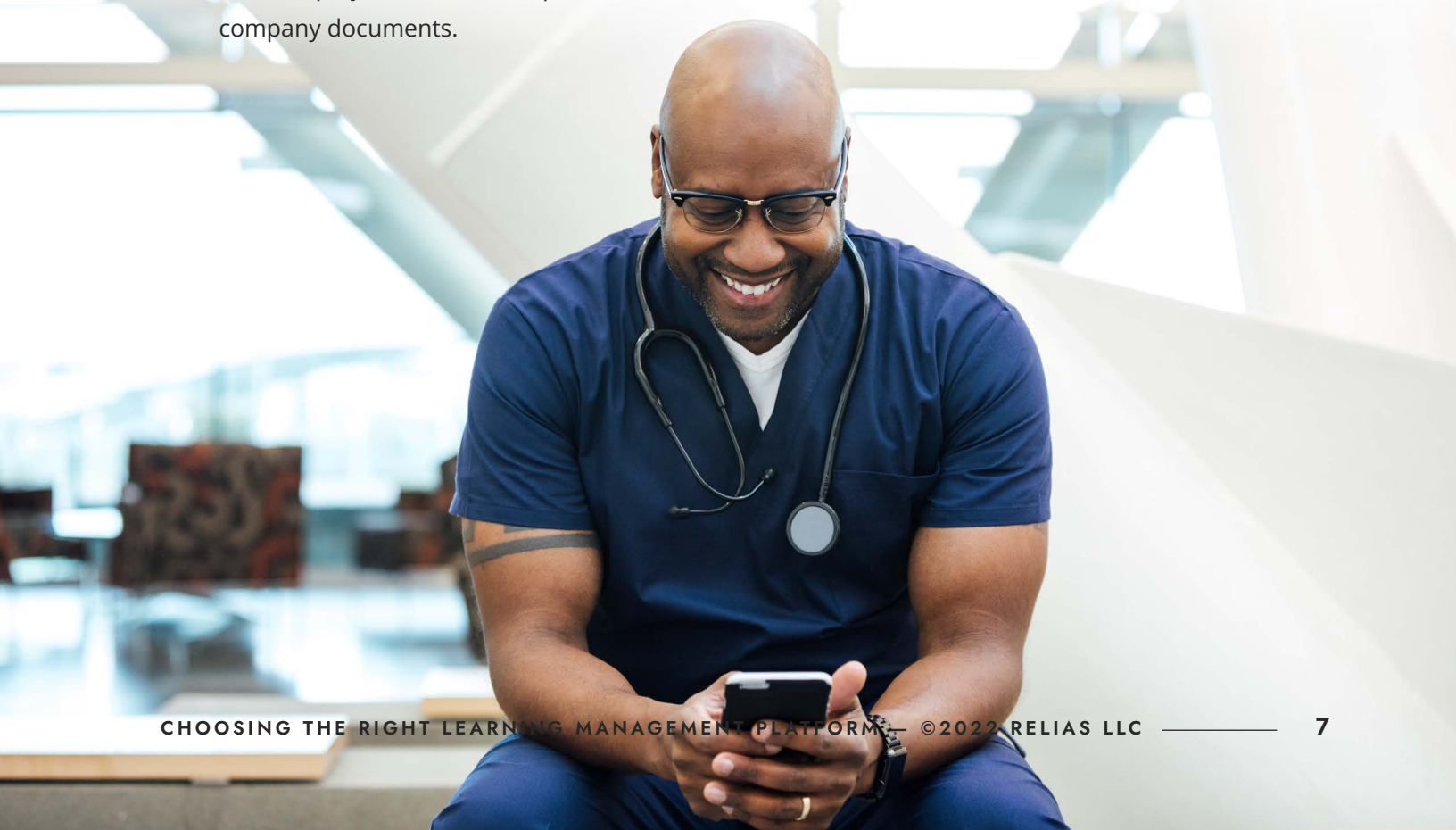
- Quickly edit policies and procedures documentation in real time.
- Alert employees when policies change.
- Assign an attestation statement to track employee reviews of important company documents.

## Custom Content Options

Your organization needs training that addresses the unique way you aid the community or work with persons served. Developing this training can be time- and cost-intensive. As such, it's important that the platform you choose allows you to create your own courses when necessary.

Look for a learning management platform that allows for the creation and use of custom training content. This will save you the hassle of having to use multiple platforms to create your training or bending over backwards to fit live training into your needs.

With this feature, you can ensure that your staff members learn what they need to thrive in your organization within the same platform they use for the rest of their e-learning.







## Career Growth Support

Most post-acute care professionals, no matter their role, actively want to learn and grow. As an organization, you should embrace this desire.

Your learning management platform should enable your organization to create career growth opportunities and tie training objectives to these opportunities. This way, staff members can understand their career trajectory within your organization and the training they need to get there.

A truly robust learning management platform will include content and tools designed using adult learning theory best practices. This will give you the ability to design and deploy training that fits the way adult learners take in and retain information, creating a more engaging and beneficial learning experience for your staff.

By pairing career growth with training plans, you'll create more engaged learners who can actively put into practice the knowledge they have gained. This, in turn, can positively impact your employee retention efforts.





## High Quality Content

Many learning management platforms will offer a library of e-learning courses. However, the quality of these courses can vary significantly from vendor to vendor. Often these third-party courses feature generic content or lack the relevant and timely evidence-based knowledge that post-acute care providers need.

When considering learning platforms that include content as part of their package, it's critical that you take the quality of this content into serious consideration and ensure that it's relevant to your setting.

While content needs will vary from organization to organization, **look for courses** that have the following qualifications:

- Created by experts in their field, with the industry accreditations to prove it
- Scenario-based modules that create learning environments based on real-world situations
- Training content for clinical and unlicensed staff

Additionally, you'll want to make sure the learning management platform you choose comes with training content that can cover the breadth of the professions in your organization.

## Assessments and Competency Management

The learning management platform you choose should come with the tools to help you easily assign, assess, and track the knowledge, skills, and abilities required by your staff to perform specific job duties.

A centralized competency tracking process makes it easier to pinpoint areas for improvement, gain a clear picture of your staff's abilities, and prove compliance during surveys or audits. It also allows you to develop a personalized learning plan for staff to help address knowledge gaps with targeted training.

# Multiple Learning Methods

One adult learning principle states that adult learners are open to various training formats. By implementing a variety of learning methods, your organization can meet the diverse needs of adult learners and ensure a high quality of training for your staff.

## BLENDDED LEARNING

Blended learning is a concept that incorporates the benefits of both in-person and online learning. In a blended learning environment, students can interact with their instructors, create and participate in peer discussion groups, have consistent access to learning materials, and get real-time feedback on their progress through online assessments.

Interestingly, research has shown that adult learners who enrolled in blended learning outperformed learners who attended in-person instruction.

When choosing your learning management platform, make sure that it can support blended learning programs by providing a way to not only track e-learning courses, but also live trainings and other course modalities often found in blended learning training plans

## .MICROLEARNING

Microlearning is an increasingly popular training module type among adult learners. Much like its name suggests, microlearning breaks up learning material into small chunks, often between five and 30 minutes. This allows learners to consume this information quickly and effectively in a time and place of their choosing. These modules can supplement longer training module topics and help reinforce learning topics over time.



## SIMULATION-BASED COURSES

Any learning solution you adopt needs to help improve the clinical performance of your staff. Specific features that can help you achieve this goal include the scenario-based training modules already discussed, as well as simulation-based training. Simulation courses differ from scenario-based learning, as simulations center around the application of new knowledge in a virtual environment.

By training your staff members using real-world scenarios, and then giving them a simulated, life-like environment in which to practice, they can hone their clinical skills without solely relying on in-person experience with clients. This will lead to higher confidence among your staff and drive better clinical performance.

“By implementing a variety of learning methods, your organization can **meet the diverse needs** of adult learners and ensure a high quality of training for your staff.”

### GAMIFICATION

Gamification features are a great way to encourage staff to learn. In fact, studies have shown that activities that enable dopamine production, like playing games, aid in learning. By adding game-like features to your training, you can help to increase completion rates, retention, and employee satisfaction.

A learning management platform that allows you to add game playing elements to training, such as assigning points redeemable for prizes when learners complete a course, can help engage your staff and make their training more fun.

### LIVE VIRTUAL TRAINING

The learning management platform you select should give learners the ability to complete live online training. This could include allowing access to a third-party video conferencing site or having a built-in virtual learning environment within the same platform. As the world becomes increasingly digital in response to the COVID-19 pandemic, live virtual training ensures your staff members get the education they need in a safe, flexible way.

### SPACED REPETITION

One's ability to retain information long-term highly depends on the number of times that information is reviewed and the length of time between these review sessions. For this reason, spaced repetition, a technique in which learners are periodically quizzed over a set time frame, has proven to increase the rate of memorization. Robust learning management platforms include features that are able to support spaced repetition learning techniques, whether through mobile reminders or other technology.

### MOBILE LEARNING

Modern users have become accustomed to learning on their phones. When adopting a learning management platform, ensure that it comes with the features that enable your staff to learn directly from their phones or tablets.

In fact, mobile devices make a perfect companion for content based on spaced repetition and microlearning. With mobile learning features, your staff members can take quizzes and watch short videos on their preferred devices, no matter their location.



## About Relias

For more than 11,000 healthcare organizations and 4.5 million caregivers, Relias continues to help clients deliver better clinical and financial outcomes by reducing variation in care. Our platform employs performance metrics and assessments to reveal specific gaps in skills and addresses them with targeted, personalized, and engaging learning. Learn more at [Relias.com](https://relias.com).

## Conclusion

Learning management platforms are no longer luxuries. For your organization and staff to reach their full potential, you must adopt solutions that enable you to effectively support your employees' learning needs and desires.

In summary, the **learning management platform you adopt** must:

- Include compliance-based features
- Enable employee staffing and onboarding
- Employ learning and development best practices
- Enhance clinical performance

With these features in place, you can enhance your organization at every level, ultimately leading to better outcomes for your clients.



# Recap:

## Must-Have Learning Management Platform Features

Feature	Option 1	Option 2	Relias
Create custom reports.			✓
Track all compliance training requirements (including live event tracking) from one platform.			
Create recurring and non-recurring compliance-based training plans.			
Set automatic reminders for staff on upcoming or overdue training requirements.			
Integrate with your HRIS.			
Automate training enrollment based on employee job title, license, or department.			
Report on training compliance rates of individuals, departments, and specific training plans.			
Disseminate and edit company policies and procedures via built-in tools.			
Provide attestation statements to track employee review of important company documents.			
Create custom training content based on your organization's policies.			
Provide access to accredited, high-quality content taught by industry experts.			
Use multiple learning methods informed by adult learning best practices, such as blended learning and microlearning.			
Track learner's progress through a course or training plan to chart growth and identify skill gaps.			
Tie training to career growth opportunities to keep staff engaged in training.			

See how Relias can improve your business.

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