

Learning Management Systems (LMS) 2008

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Continuing Education is Required



Fact: "Time and budget constraints now limit the amount, and quality, of training available to healthcare personnel. No longer can a hospital afford to send staff off campus....the costs of travel sometimes exceeds the cost of the training course. 'Web-based training' offers an alternative which is more practical and less expensive".

But, no matter what method you choose, the Joint Commission's HR standards require continuing education.

The Joint Commission Requires Continuing Education (2009 Standards)

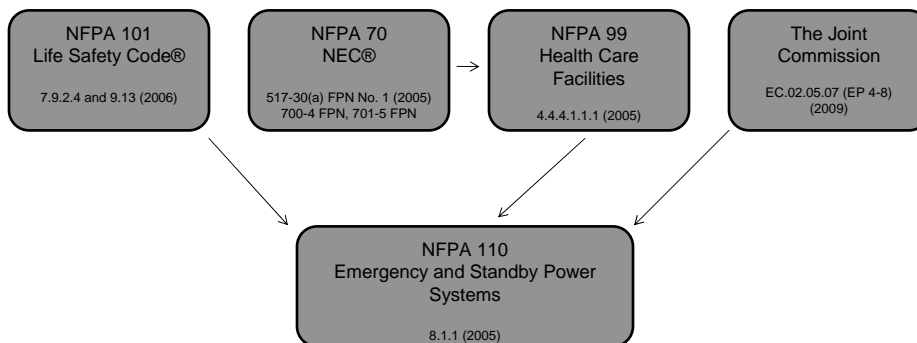


- **HR.01.04.01 – EP1:** The hospital determines the key safety content of orientation provided to staff. Note: Key safety content may include specific processes and procedures related to the provision of care, the environment of care, and infection control.
- **HR.01.05.03 – EP1:** Staff participate in ongoing education and training to maintain or increase their competency. Staff participation is documented.
- **HR.01.06.01 – EP2:** The hospital uses assessment methods to determine the individual's competence in the skills being assessed. Note: Methods may include test taking, return demonstration, or the use of simulation.
- **Sentinel Event Alert #37 – September 5, 2006 – Provide training** for, and test, those who operate and maintain the emergency power supply system.

The NFPA Standards Require Continuing Education



As an example, all healthcare standards/codes regulating emergency power systems refer to NFPA 110, *Emergency and Standby Power Systems* for Maintenance, Testing, Repairs and EDUCATION...

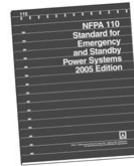


...and, NFPA 110 states:



8.1.1 The routine maintenance and operational testing program shall be based on all of the following:

- (1) Manufacturer's recommendations
- (2) Instruction manuals
- (3) Minimum requirements of this chapter
- (4) The authority having jurisdiction



8.4.8 The routine maintenance and operational testing program shall be overseen by a properly instructed individual.

[Note: The above standards apply to both owner and contractor.]

Manufacturer Warranty Language



All manufacturers require strict adherence to proper maintenance by educated personnel. Here is an example of the wording in a major generator manufacturer's warranty which outlines conditions where claims will be denied.

It is the owner's responsibility to ensure that the generator is operated within the manufacturer's specifications and is maintained by trained personnel, in accordance with manufacturer's recommendations, which are available on request.

All warranty repairs should be carried out by trained personnel using genuine parts supplied by the manufacturer. The manufacturer has no responsibility for failures and consequential costs associated with fitting of parts not supplied by the manufacturer

Equipment Insurance Policy - Terms and Conditions (Example)



Claims can be denied if the manufacturer's protocols outlined in their OEM manuals regarding maintenance, testing and repairs are not specifically followed.

Maintenance, testing and repairs must be performed by personnel trained for that purpose.

All local, state and federal guidelines must be followed when performing maintenance.

OSHA Regulations Require Safety Training



29 CFR 1910.147(c)(1)

Energy control program. *The employer shall establish a program consisting of energy control procedures, employee training and periodic inspections to ensure that before any employee performs any servicing or maintenance on a machine or equipment where the unexpected energizing, startup or release of stored energy could occur and cause injury, the machine or equipment shall be isolated from the energy source and rendered inoperative.*

Survey Results



- One third of the states have testing requirements that are different from Joint Commission and NFPA standards.
- Two thirds of facility management departments state they need more training on Life Safety Code practices.
- One half of acute care facilities have Learning Management Systems in place; but, only one quarter of those systems contain facility management courses. That equals one eighth of the total number of hospitals having facilities management courses with 24x7 access!
- Three fifths of these facilities have training budgets of <\$5000/year, and one half of these have budgets of <\$2500/year.

Survey Results – (cont)



- Three fifths of the students say they want to learn more and that material/courses are there, but budgets and scheduling are the biggest obstacles.
- Over one half of respondents say that “compliance” with AHJ requirements is the main reason they need training, while over two fifths named reliability of equipment, new hire orientation and protection from liability being the next important issues.
- Three quarters must still travel off site, and budget cuts will soon eliminate this option.

Learning Management Systems (LMS) – A Better Method



“Learning Management System (LMS) - a software tool designed to manage, deliver, track and report learning initiatives.”

An LMS should be “dynamic”, allowing for the automatic and constant flow of information to the student – not just a “static” certificate course that becomes outdated with the next edition of a NFPA standard

LMS Features and Benefits



Feature	Benefit
Unique Login ID	Each student’s ID will be used to track all training and certificates awarded.
24x7 Access	Access training anywhere at any time allowing for flexibility of schedules and savings on travel costs.
Personalized Home Page	Once logged in students will see their assigned courses and latest news articles.
Online Certificate	Print out certificates upon completing each course.
Online Transcript Review	Students and managers can retrieve records 24x7 to provide evidence of training.
Scheduled Reports	Managers can receive automatic email reports on employee training activity.

Benefit Comparison



Facts - Benefits	Vendor Session	Off-Site Workshop	Certificate Course	Web-based LMS
Hours of training (one-day)	6	6	6	Unlimited
Certificate upon completion	Yes	Yes	Yes	Yes
Access to instructors by email	?	No	Yes	Yes
Train at your own pace	No	No	Yes	Yes
Training material updated quarterly	No	No	No	Yes
Immediate grading of exams	No	No	No	Yes
Computer generated training reports for TJC	No	No	No	Yes