Using a Learning Management System to improve your Compliance Program

Has this ever happened to you?

https://youtu.be/eLfmhzT7bUM
Go to App Store and install Poll Everywhere

Why even have an LMS?

> Healthcare is one of the top-regulated industries
> State & Federally mandated trainings
> Covered-entity required trainings
> Consistency of Training
> Tracking and Reporting
> Cost Savings
Poll #1

Which of these best describes your organization’s current state?

> A. Fully Implemented, fully functional LMS across entire organization.
> B. Partially implemented LMS—pockets of resistance
> C. In process of implementing an LMS
> D. No LMS, but may be considering one
> E. No LMS, no interest in an LMS

When an LMS might come in handy

> HIPAA Privacy investigations
> Boss asks you for training stats
> DOH, Joint Commission, CODA or other regulatory body asks for your training/licenses/certifications
Perks of having an LMS

- Run completion reports from the comfort of your office
- Track everything online, real-time
- 24/7 access

Shopping for an LMS

- There’s over 600 LMS products in this marketplace
- Consider hiring a qualified consultant
- Determine your needs
  - What trainings, licenses/certifications are required?
  - What frequency?
  - What job roles are there?
# Shopping for an LMS

## Sample Training Matrix with Job Roles

![Sample Training Matrix](image)

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**Shopping for an LMS**

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**Sample Training Matrix with Job Roles**

![Sample Training Matrix](image)

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Shopping for an LMS

- What is your budget?
- How many learners in your organization?
- Will you need to design, build maintain your own content?

Which features are important to you?

> Single Sign-On
> Data Migration/Bulk Uploads
> Content Authoring (Bridge, eSSential, Absorb, etc)
  > Software: Captivate, Articulate, Inkling, EluciDat, EdApp, Teachable, etc
> Customized reporting
> Intuitive User Interface/Ease of use
> Support for mobile or remote learning
Shopping for an LMS

Which features are important to you?

> Skill/Certification/License tracking
> Social Media Support
> Security
> Gamification
> Brand Integration
> Asynchronous Learning
> And many more…

Other considerations:

> Track record of company
> SCORM-compliant
> Availability of Customer Service
> Mergers and Acquisitions
Poll #2

Which of these features are important to you?

- Single Sign On
- Data Migration/Bulk Uploads
- Course creation (Bridge, eSSential, Absorb et al)
- Customizable Reporting
- Intuitive User Interface
- Ease of Use
- Skill/Certification tracking
- Support for mobile or remote learning
- Social Media Support
- Security
- Built-in Gamification Tools
- Brand Integration
- Collaborative Learning Tools
- Content management
- Asynchronous Learning
- SMS Texting

Implementing an LMS

Assign a project manager

- Get to know your implementation manager/team
- Find out what data they need and in what format
- Collect all your data
  - Learner Name, department, hire date, etc
  - Job Role Category
  - Name of each Training
  - Date(s) Completed
Implementing an LMS

- Verify your data is clean
- Double-check that data is clean
- Migrate your completion data
- Load your training modules
- Determine and create your training assignments
  > Frequency
  > To which roles it gets assigned

Implementing an LMS

- Test if possible
  > Consider starting with a small group, one training
  > Add other training plans and groups
  > Auto Enrollment
Implementing an LMS

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New employees, volunteers, observers, visiting scholars, temps, externs, affiliate faculty, etc.

Communicate status frequently

Period of Stabilization
Implementing an LMS

- Train your Help Desk
  - SOP
  - Training documents
  - Online resources

Using an LMS to Improve Compliance

- Create Regular reports for each department
  - Completions, incompletes, in-progress, not started, overdue, etc
    - My managers just want the overdue stuff, monthly
- Work with Leadership to establish expectations and reports
  - Which reports to send them
  - Who will be responsible for each department
  - Consequences for not completing training on time

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Course Completion History

<table>
<thead>
<tr>
<th>Department</th>
<th>Courses</th>
<th>Completed</th>
<th>Late</th>
<th>Not Due</th>
<th>Overdue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office of the Dean</td>
<td>Administrative Ethics, Awareness W/ED</td>
<td>Completed</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Compliance Concepts W/ED</td>
<td>Completed</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Compliance Concepts ABD</td>
<td>Completed</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Health, Training for Patient Safety ecl</td>
<td>Completed</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Highly active SW ID 500</td>
<td>Completed</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>New Horizons W/ED</td>
<td>Completed</td>
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<tr>
<td></td>
<td>Privacy, Confidentiality and Information W/ED</td>
<td>Completed</td>
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<tr>
<td></td>
<td>Security Agreement W/ED</td>
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<td></td>
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<tr>
<td></td>
<td>Social Development of Non-Patients W/ED</td>
<td>Completed</td>
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<td></td>
<td></td>
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<tr>
<td></td>
<td>Workplace Violence Prevention W/ED</td>
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<td></td>
<td>Education W/ED</td>
<td>Completed</td>
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</tr>
<tr>
<td></td>
<td>Administration</td>
<td>Completed</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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Using an LMS to Improve Compliance

- Determine your most deficient departments and start working with their leadership to improve their completion percentages
- The Miracle of electronic signatures
  > Privacy Agreements
  > MOUs
  > Procedures/Policies
  > Code of Conduct

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Poll #3

What priority do you personally give to training in your organization?

> A. Top priority
> B. Close to the top, but other things edge it out
> C. Middling priority
> D. Low priority
> E. Not a priority whatsoever

In Conclusion…

- Do your homework
- Choose a stable, reliable LMS that has the key features your organization wants/needs
- Assign a competent project manager to implement
- Create recurring reports for monitoring
Contact Information

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