RIZING

How to Choose the Right LMS for Healthcare

The step-by-step guide to finding the learning management system that meets your needs and budget

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The Cost of Inefficient Training

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Of course learning is vital to every company's long-term success. But, for healthcare with its incredibly complex, high-stakes work, and stringent compliance and professional development requirements, failing to keep employees trained and up to date can mean poor quality of patient care, costly compliance violations, expensive lawsuits, and fines.

The right learning management system (LMS) can automate the learning process, ensuring everyone gets the training they need, as they need it.

What's more, training and development can also help curtail increasing turnover by creating a sense of job security and commitment to employee growth.

But, with an ever-increasing number of LMS on the market, choosing a system that is right for you can take a lot of time and research.

This is why we put together this step-by-step guide – to help make the evaluation process simpler for you, so that you can find the LMS that matches your needs and your budget.

We hope you use it in your search.

18.2%

According a National Healthcare Staffing Report, the average hospital turnover rate in 2017 was **18.2%**, which is the highest industry turnover in almost a decade[1].

1   business.dailypay.com/blog/employee-turnover-rates-in-the-healthcare-industry

HIPAA violations from
untrained or under-educated employees alone
can cost organizations over

$1.5M per year[1]!

$

1   truevault.com/resources/compliance/how-much-do-hipaa-violations-cost

The 5 Signs
You Need a New LMS

02

Let's start with the most obvious question.

Do you need a (new) LMS? The answer in almost every case is going to be yes. However, if you're unsure whether it's time to replace your old system or invest in your very first LMS, here are five undeniable signs you need a new learning management system.

1

DATED SYSTEMS

If you're working with multiple, outdated and non-cloud learning systems, you're making the education & training process harder than it has to be.

2

INACCESSIBLE CONTENT

Great content is the best way to keep employees engaged and learning, but if they can't access it when and where they need to, it goes to waste.

3

NO VISIBILITY

If you can't easily pull analytics and reporting on who is using your systems and how, your LMS isn't giving you the insight you need.

4

POOR SUPPORT

Running your LMS will occasionally require support from your solution provider. If your support is lacking, or nonexistent, it's time to upgrade.

5

LACK OF INTEGRATION

Your LMS should work seamlessly with your other HR systems. If integrations are missing or messy, your data will be too.

The Top 10 Benefits of a Healthcare-Oriented LMS

03

So, you know you need a new LMS...

But, selling the idea of an LMS can be tough – especially given today's economic climate. In case you're struggling to articulate the benefits of a good learning management system to your internal team, we thought we'd help you out by describing what you can expect from the right system.

01 Quick, easy content creation: make it simple to provide your employees with the best possible educational content

02 Consistency in content creation & delivery: simply, intuitively create and manage content for all users

03 24/7 access to training & feedback: keep the user experience seamless with instant access to updated course content

04 Employee tracking for accountability: see lesson access and assessment performance to keep users accountable

05 Automatic scheduling for annual or other milestone training: remove the need for manual tracking and scheduling

06 Certificates, badges & other engagement-based gamification: keep users engaged and encouraged with built-in gaming

07 Full administrator access: see data & reporting, allowing tailored training tracks to work with diverse user needs

08 Simplified compliance training: reduce risk and increase employee education around regulatory compliance

09 Improved onboarding: standardize and automate onboarding to create a unified experience across departments

10 Significant cost savings: cut down on turnover and retraining costs and rely on online classrooms to keep costs lower

Whether it's onboarding new staff
or keeping compliance certification up to date,
consistent access to a professional LMS solution
helps you maintain quality care
and foster a culture of learning.

The Step-by-Step Guide
to Choosing the Right LMS

04

Choosing an LMS can be a complex process. However, having a structured framework to guide you can make all the difference. Our step-by-step guide will breakdown what you need to find the perfect LMS.

1

DETERMINE YOUR NEEDS, OBJECTIVES & BUDGET

Understand exactly what your organization needs when it comes to education and training. Whether you're providing your own content or looking for an LMS that provides healthcare-specific training, make sure you clearly understand what the right solution will bring to the table.

TIP **Separate must-haves from nice-to-haves based on the master list of features included in this e-book.**

2

KNOW YOUR TIMEFRAME

Make sure your leadership team, hospital board or other decision makers are clear on project goals, implementation timelines and important training milestones. Work with your solution provider to create a project plan that accounts for your organization's timeframe and can work with it.

TIP **Build in time buffers for major tasks like data migration or system configurations, so when delays happen, your project doesn't fall behind schedule.**

3

EVALUATE POTENTIAL VENDORS

This is an important choice – don't make it lightly. Consider all of your options and compare the benefits and drawbacks of each vendor. Understand what support each vendor offers and look for recommendations from friends, professional contacts and online sources to gather information. Once you've started evaluating your options, it's time to request demos...which leads directly to your next step.

TIP **Ask for customer references.**

4

TEST THE LMS

Be prepared to test all of the features you need. Make sure the user experience is streamlined, your content is easy to find, and your reporting is accessible to everyone who needs it. The testing phase isn't just about casually browsing through the features. This is your chance to outline a few scenarios your users could experience in the system and make sure everything happens the way you want it to. You should also consider your future needs so that your LMS can scale with you as you grow.

TIP **When you reach out for support, pay attention to how quickly you receive an answer and whether it's easy to communicate with the LMS support team.**

5

CHOOSE YOUR LMS

You've done all of the legwork. You've evaluated, tested and measured your options. Now it's time to choose your LMS and get your implementation started.

First, you'll want to alert your LMS of choice and award the contract to them; this is when you'll get initial paperwork taken care of and start setting up specific dates for your initial project milestones.

Next, you should let any other considered solutions know that you've made your choice. Thank them for their time and let them know you'll keep them in mind if something changes.

Prepare for launch! Make sure your internal team understands what's coming and when; start getting them excited about all of the benefits your new LMS will bring. You can even share this e-book if anyone wants more information about what to expect.

The Master List of LMS Features

Blended learning, mobile learning, data protocols... where do you start?

It's time to talk features... because if we don't, it's easy to get overwhelmed and lost with what's out there – the LMS market is fragmented with numerous choices and lots of "nice-to-haves".

To help you separate the "nice-to-haves" from the "must-haves", we put together this master list of LMS features. It's the most complete list of features available to you to make your solution evaluation simpler and keep costs in check.

INTUITIVE USER INTERFACE

The right LMS is easy to use and navigate, so users are encouraged to keep engaging. Look for easy searchability, simple navigation, intuitive pathways and other features that increase engagement and minimize frustration.

LEARNING PATHS

Create course paths that meet the specific needs of teams, departments, roles or specific compliance. Rely on learning paths to customize training based on user performance and opportunities for improvement.

WEBINARS

Offer dynamic education opportunities with accessible webinars that deliver information in more dynamic ways, helping differentiated learners absorb the necessary information more easily.

BLENDED LEARNING

Combine instructor-led training with self-paced components to help customize your training modules. Supplement in-person training with flexible online learning for a more effective training regimen.

MOBILE LEARNING

Allow your staff to learn on the go with mobile-ready training accessible when and where they need it, eliminating the need for difficult scheduling to meet the needs of round-the-clock staff.

FLEXIBLE REPORTING & ANALYTICS

Maintain visibility into user statistics and performance to help track training, maintain compliance and customize learning tracks, while keeping leadership in the loop on completed and in-progress trainings.

SOCIAL LEARNING INTEGRATION

Increase engagement and gamification through integration with social learning. Allow discussion groups, news feeds and chat functionality to increase the value of your LMS and encourage networking.

RESPONSIVE DESIGN SUPPORT

Maintain a positive, streamlined user experience as your staff undergoes training by choosing an LMS that offers support for responsive design, meaning training is easy to access on any device.

ASSESSMENT TOOLS

Track progress and measure growth against department metrics or corporate KPIs with assessment tools designed to gauge learning speed and full comprehension of necessary information.

CERTIFICATION & COMPLIANCE MANAGEMENT

Track and even automate the scheduling of certification and compliance training, including reminders for upcoming due dates to keep your team on track and reduce the risk of missed certification dates.

DATA SECURITY PROTOCOLS

Maintain the safety of your information and your employees' personal data with an LMS that maintains full data security across devices and networks.

RESOURCE COMPATIBILITY

Use and track files and resources across your LMS with full compatibility, allowing you to maintain a seamless relationship between your courseware and your LMS solution for a better user experience.

ONLINE COLLABORATION TOOLS

Make it easier for your team to collaborate on training topics, share information and continue to build strong working relationships through flexible online collaboration tools that allow file sharing and more.

FEEDBACK SYSTEM

Collected detailed, timely feedback from learners—including surveys, polls, satisfaction measures—to make sure you're continually meeting the educational needs of your employees.

INTEGRATION

Look for an LMS that not only provides training, but cleanly integrates with your existing systems to easily manage registrations, automate emails and track user progress throughout content.

SCALABILITY

If your LMS isn't flexible enough to grow along with your needs, you'll end up replacing it over and over. Look for a solution that has the capability to offer you what you need right now and as your needs expand.

HEALTHCARE-FOCUSED COURSE LIBRARY

Healthcare organizations have unique needs. Make sure your LMS offers an industry-specific library of information to supplement existing learning paths and offer a simple way to revisit information.

06
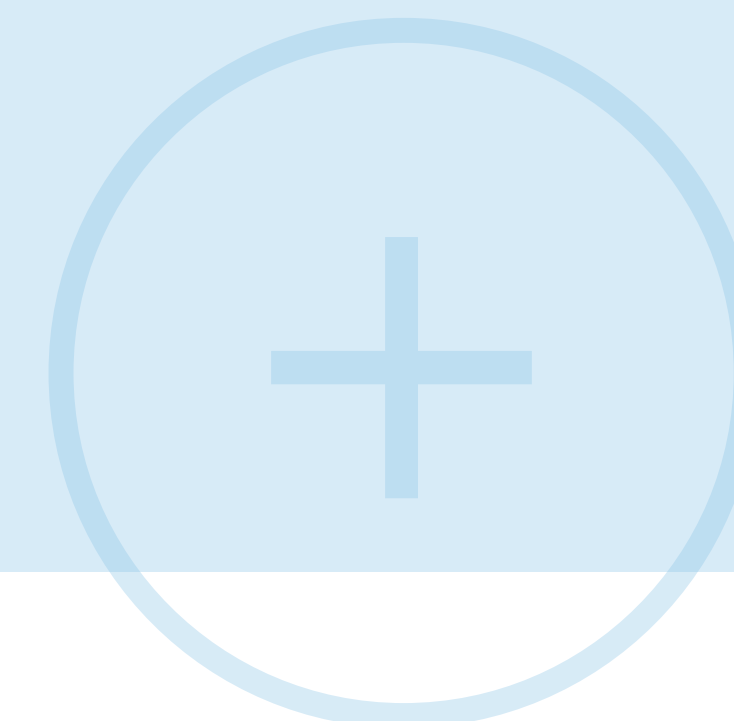
The 6 Crucial Questions You Need to Ask Potential Implementation Partners

There's no sugar coating it… the stakes are high when it comes to finding the right partner to support your team during an LMS implementation.

Your internal resources will need alignment on project goals, they'll need to make critical decisions about the design and processes around the LMS, and they'll need a full knowledge transfer for the technical aspects of the system.

Implementing an LMS is a full-scale project. To help you out, we put together the 6 crucial questions you have to ask potential partners to find the firm that is the right fit for you.

01 What experience do you have working on projects like this?

Takeaway: Experience really matters when it comes to implementing your new LMS the right way. An experienced implementer has the knowledge to make accurate assessments as to what's needed to deliver the project on time, on budget, and to your specifications.

02 Who will be a part of our implementation team? Where will they be located?

Takeaway: Don't fall for the old bait and switch. Make sure your implementation partner clearly communicates who will be part of your implementation team.

03 What certifications do you have?

Takeaway: Make sure you are working with real pros. Ensure your consultants are caught up on certification exams – it's a quick way to determine implementer credibility.

04 Can you provide a list of references we can contact?

Takeaway: The proof is in the pudding… Has this implementation partner done the work before? Try to chat with some of their other clients to get a sense of whether they'll fit with your organization and can deliver.

05 What is the timeline for the project and what are the important milestones?

Takeaway: Know what to expect. A good implementation partner isn't trying to surprise you… Talk strategy, roadmap and plan, and then execute from a place of communication and knowledge.

06 How much will this cost?

Takeaway: Implementation costs are often times all over the map. Establish a transparent relationship with your partner so you know exactly what you are buying.

07

The Master List of LMS Features – Easy Checklist Edition

This complete checklist of key features will help you prioritize what you need when looking for an LMS.

Use it when evaluating your options.

Intuitive User Interface

Learning Paths

Webinars

Blended Learning

Mobile Learning

Flexible Reporting & Analytics

Social Learning Integration

Responsive Design Support

Assessment Tools

Certification & Compliance Management

Data Security Protocols

Resource Compatibility

Online Collaboration Tools

Feedback System

Integration

Scalability

Healthcare-Focused Course Library

Pay attention to the user interface—is it intuitive?—and the user experience—is it engaging?—to be sure you choose an LMS that meets not only your current needs but can scale with you as you grow.

Rizing's LMS Planner

Optimize your healthcare organization's training management and resource scheduling with LMS Planner. This intuitive planning tool allows Planners, Schedulers, Training Managers and Trainers in healthcare roles to work more efficiently through:

A simple user interface that provides a consolidated and global view of all resources

The right resources for proactive and long-term planning

The tools to manage a high volume of offerings, resources and trainers all in one place

Simplify the Learning Experience

It's time for a complete learning and development solution that's built for today's healthcare industry.

Our SAP® SuccessFactors®-certified professionals can help you ensure compliance and maintain standards for patient-centric care with customized training solutions created for your healthcare organization.

Contact us today to find out how we can help you deliver education and training designed to let you win the talent race.

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