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Healthcare Non-Profit Simplifies Nurse Training, Certification Management, and Compliance with State Requirements

CASE SUMMARY

Client:

PSNA
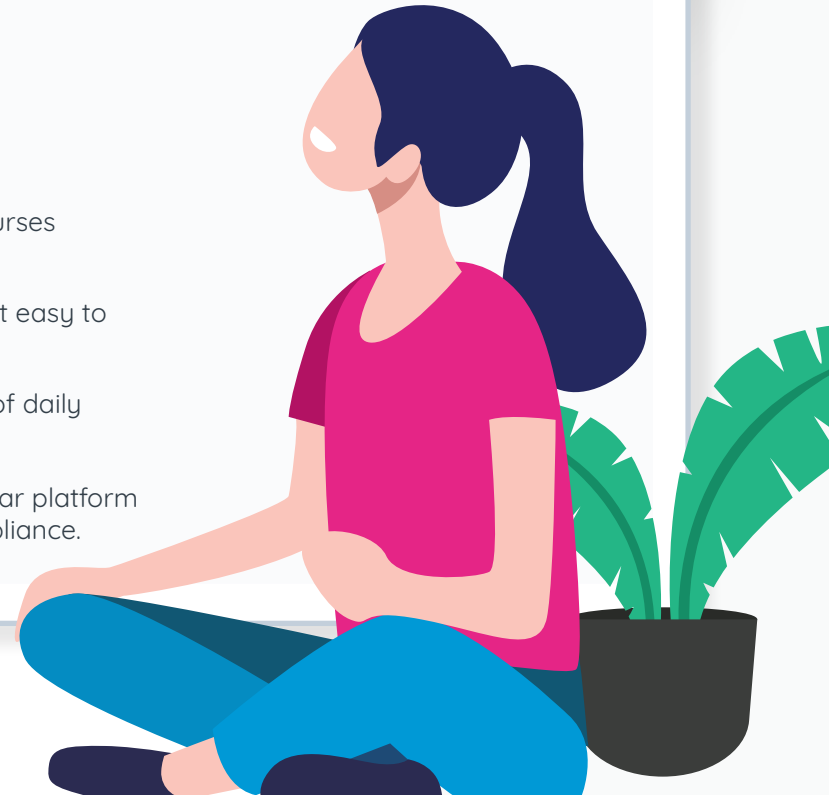Pennsylvania State Nurses Association

Challenge:

- Client needed a user-friendly Learning Management System (LMS) to promote their programs and achieve higher customer numbers

- The LMS has to be linked out to their existing website

- Nurses need to receive certificates via email upon course completion

- Daily reports have to be submitted to the State of Pennsylvania

Solution:

ExpertusONE Learning Management System for the Healthcare Industry

Benefits Delivered:

- **Improved engagement and effectiveness** — Nurse-members can now take courses anytime, anywhere, on their own schedule

- **Simplified certification management** — Certification management tools make it easy to email and manage certifications

- **Compliance automation** — Compliance management tools automate sending of daily reports for compliance

- **Improved overall experience** — Both administrators and learners have a singular platform for dispersing and accessing training, issuing certifications, and monitoring compliance.

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CLIENT OVERVIEW

The Pennsylvania State Nurses Association (PSNA) is a non-profit organization that provides training to nurses based in Pennsylvania. They are an extended organization that offers 5,300 courses to 3,500 active users.

As part of their commitment to providing comprehensive and relevant training to nurses, they needed to integrate their website with an advanced Learning Management System (LMS) for delivering educational content.
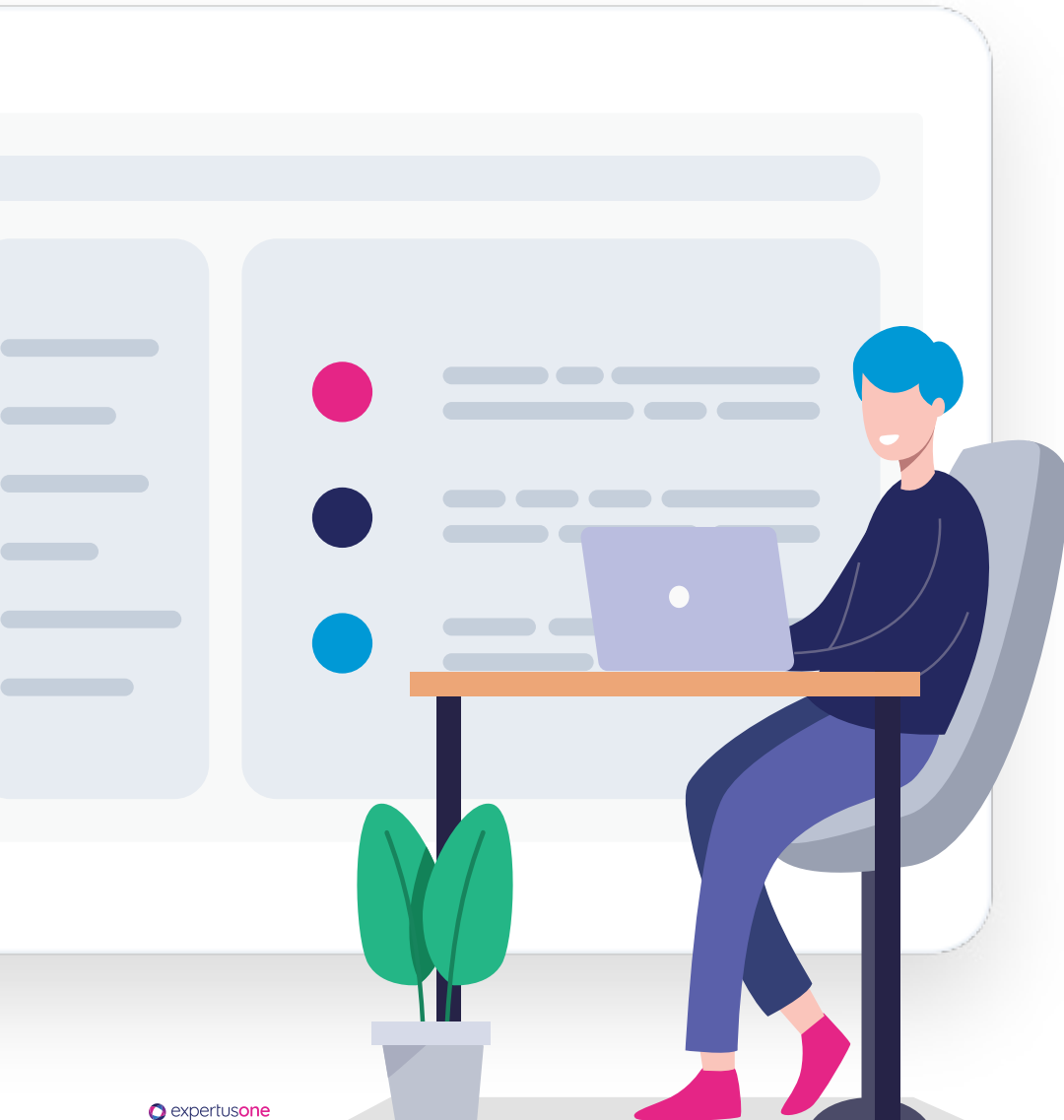

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THE CHALLENGE

The PSNA faced a series of challenges as they sought to enhance their learning and development initiatives.

1. They needed to create a seamless integration between their primary website and the Learning Management System (LMS). This crucial linkage was required to ensure a fluid and uninterrupted user experience, allowing nurse learners to easily transition from the PSNA's website to the LMS.

2. Once nurse learners completed their respective courses, they needed to receive their certificates promptly via email. This was not just a matter of convenience, but also a critical step in validating and acknowledging their professional development efforts.

3. The PSNA needed to send daily reports to the state. This requirement placed significant emphasis on the LMS's reporting capabilities, demanding that the system was not only capable of generating comprehensive and detailed reports, but also ensuring that these reports could be sent to the state on a daily basis.

4. The PSNA also desired a more user-friendly system. They realized that the usability of the LMS played a significant role in promoting their programs and attracting higher customer numbers. As such, they sought an LMS that was intuitive, accessible, and appealing, thus encouraging nurse learners to engage with the courses and further their professional development.
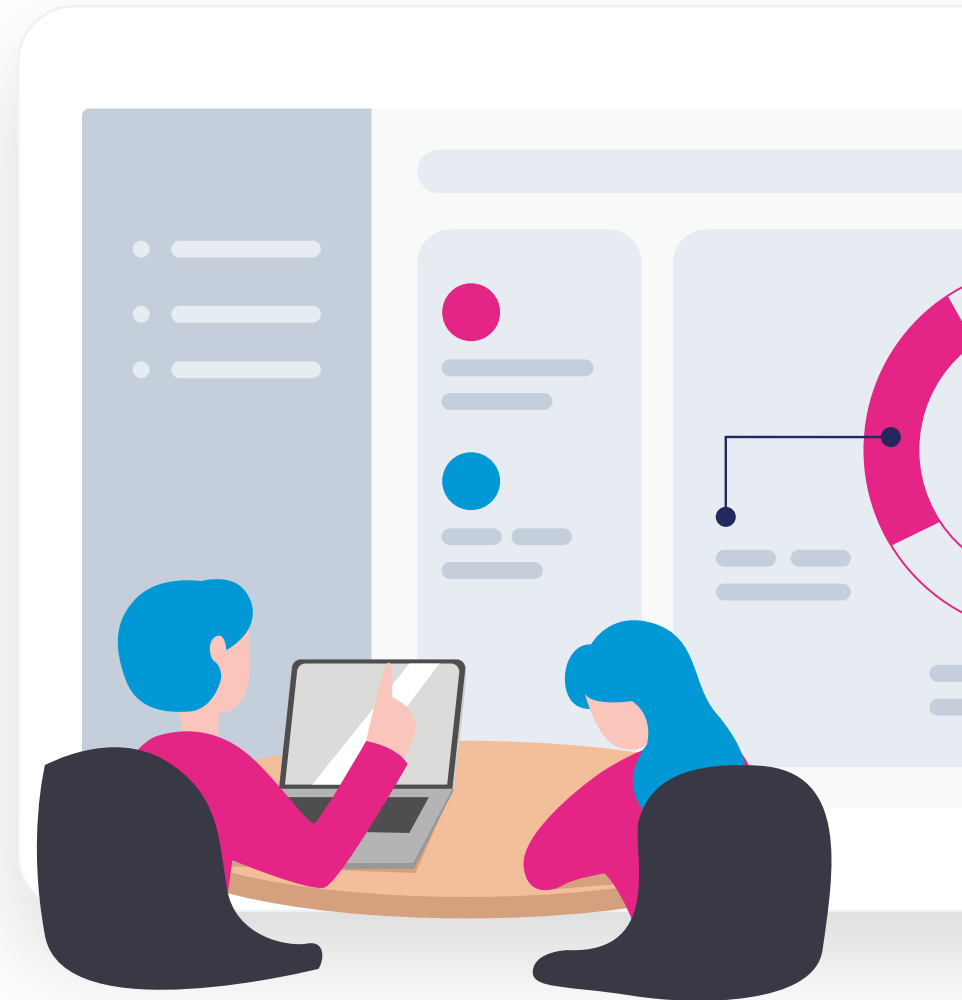
OUR SOLUTION

In response to the identified challenges, the implementation of the ExpertusONE Learning Management System (LMS) yielded remarkable results.

### ExpertusONE essential healthcare features:

- The ExpertusOne platform complies with all 21 CFR Part 11 requirements.

- Learners can pursue CEUs so they can maintain their credentials.

- ExpertusONE's e-signature functionality allows learners to sign off when they complete courses.

- With the platform's complex certification and recertification management tools, managers can ensure that their team stays compliant at all times.

- Training managers can use ExpertusONE's Observation Checklist to assess learner progress and determine which courses may be needed as the next steps.

- The platform offers content versioning and management so managers can assign new iterations of training courses.

- Managers can automatically distribute and assign content based on the user's role.

- Maintains compliance with security requirements with full audit trail functionality.

BENEFITS DELIVERED

ExpertusONE's easy-to-use interface provided nurse learners with straightforward access to necessary certification training. This has significantly simplified the learning process, reducing barriers to entry and making it easier for nurses to engage with the materials, complete their courses, and automatically receive their certifications via email. By offering a more intuitive and user-friendly experience, the LMS has enhanced user satisfaction, thereby promoting greater uptake and completion of certification training.

ExpertusONE has also successfully automated the reporting process. Detailed reports are now generated and sent automatically to the state for auditing purposes. This has not only ensured compliance with state requirements but also reduced the manual labor associated with report generation and submission.

Consequently, the PSNA can now devote more resources to furthering their core mission of leading, advocating, educating, and connecting with nurses across Pennsylvania.
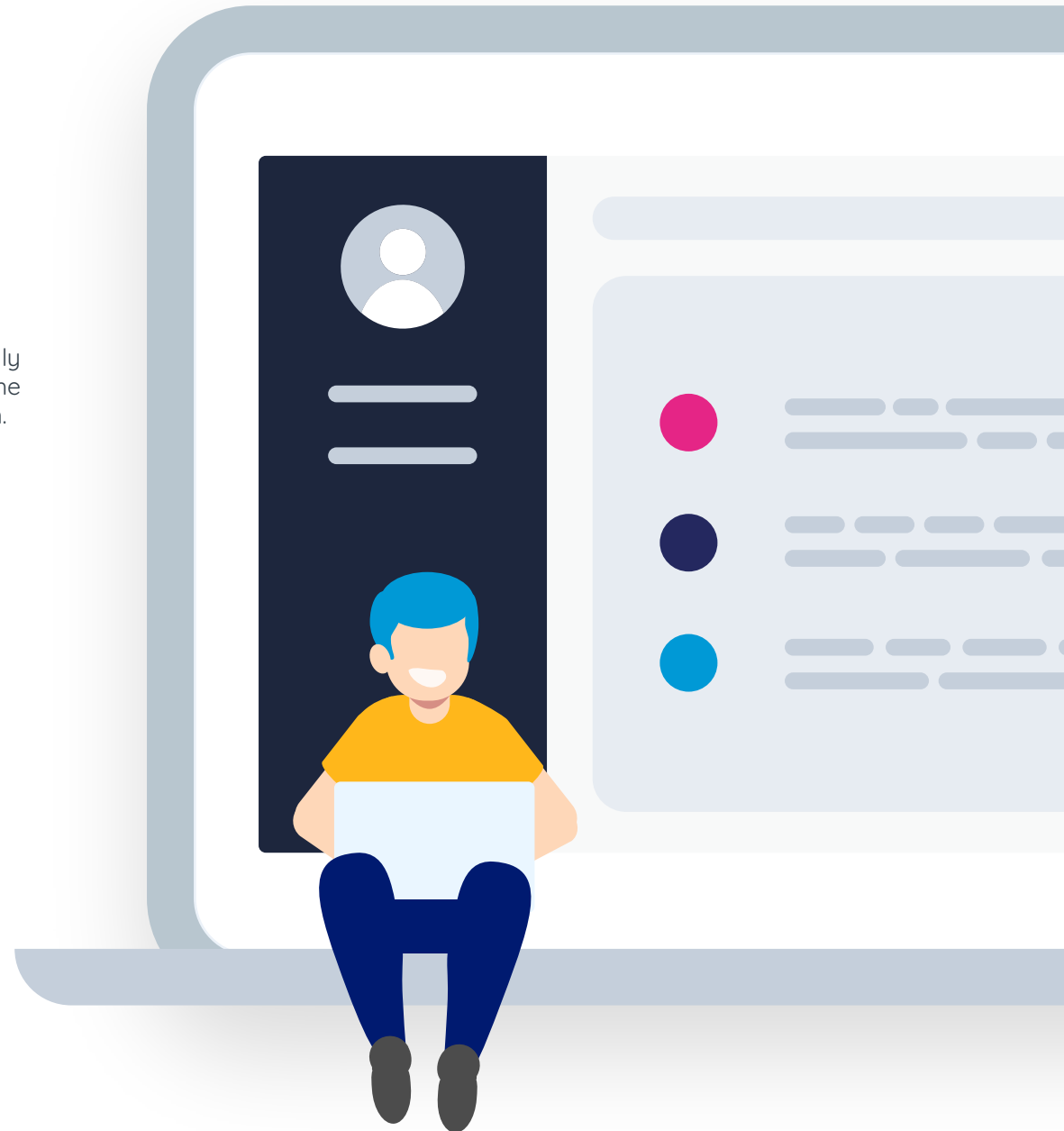
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