



CASE STUDY

Healthcare at Home

Healthcare at Home is the UK's leading full-service, clinical provider of healthcare out of hospital. It specialises in complex medicines and care including for cancer and those patients who have undergone transplants.

At the heart of the company is unrivalled behavioural insights and data research founded upon nearly one million patient interactions.



BACKGROUND

Due to the nature of its business Healthcare at Home is audited on a regular basis and is required to demonstrate compliance with various policies and procedures.

They recognised that they needed to be able to ensure staff able were adequately trained and their training data was fully linked with their mandatory policies. In an ideal world, all learning would also need to be documented and stored together in one place.

Previously, when it came to providing online learning, the company had purchased ad-hoc courses from various sources. With no internal learning management system, it was difficult to monitor and report on what training had taken place.

Healthcare at Home identified that a suite of easily accessible learning content, that mapped to their compliance requirements and that would provide a record of learning for each member of staff, was required.

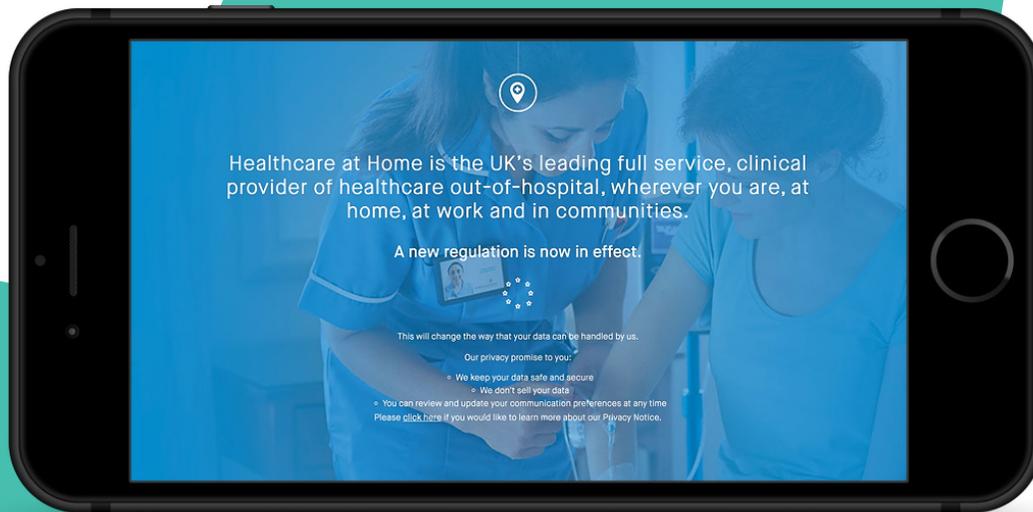


SOLUTION

Following a review of suppliers Healthcare at Home chose Learning Pool's Stream LMS. Fully customised with the company's branding, the 'My Learning Platform' was launched to the business along with around 13 core lessons from Learning Pool's Stream Content Library. These lessons, which included Health and Safety, Diversity, Infection Prevention and Manual Handling, were all then customised using the Stream Authoring tool to reflect Healthcare at Home's procedures and policies.

Since its inception, Healthcare at Home now has a catalogue of 60 live courses available, covering a variety of key subjects to meet the diverse needs of each department; dispensary, pharmacy, warehouse etc. These courses have been written in-house using Storyline. All courses are aligned to the Skills for Health's Core Skills Framework.

The mandatory training is available to over 1800 staff members. In addition to the mandatory training, HAH is looking to introduce a suite of further off-the-shelf collections to support the personal development of its employees.





RESULTS

Both the platform and off-the-shelf content have been very well received and their introduction has driven compliance with mandatory training up to 95% and this achievement has remained consistent over time.

“The My Learning Platform and our mandatory library of content is a significant improvement on the training that we were previously offering. As well as driving compliance around mandatory training, the system has also allowed us to bring our paper-based appraisal system online using the appraisals function within the system, allowing us to tie staff’s personal development plans into their learning journeys.”

Scott Flint,
Learning Technologies at Business Partner,
Healthcare at Home



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