

PROLIANCE SURGEONS, INC., P.S. eLearning Case Study



Proliance Surgeons has been using the Coastal eLearning System for three years to deliver comprehensive training content. Proliance is one of the largest surgical practices in the country, specializing in Orthopedics, Ear Nose & Throat and General Surgery. They offer several Ambulatory Surgery Center (ASC) locations staffed with Registered Nurses (RN) who have specific experience in providing both pre and post-operative care in an outpatient setting.

With over 30 Care Centers, 160 physicians and 65 allied health professionals Proliance Surgeons are providing orthopedic, general, thoracic, otolaryngological and vascular surgical services as well as physical therapy, occupational therapy and Magnetic Resonance Imaging (MRI) throughout the Puget Sound region. Their mission is to be the leader in physician managed healthcare services.

Proliance utilizes a combination of ClarityNet® online courseware and eBooks focusing mostly on mandatory training topics to provide training courses for nursing staff.

The Organization

Proliance Surgeons, Inc., P.S.

Location: Seattle, Washington

Services Provided: Specializing in Orthopedics; Ear, Nose and Throat; and General Surgery

Number of Employees: 225

Contact: Lori Babb, AdvantX Applications Support

The Challenge

After purchasing a number of nursing videos from a vendor Proliance realized the content was insufficient for their needs. Therefore, this physician managed healthcare system desired a method to deliver effective training with content that would be beneficial.

The Solution

To improve training for nursing staff by implementing online learning courses to facilitate valuable instructional content while increasing retention of subject matter.

The Result

Proliance Surgeons has improved the quality of nursing staff training and gained an efficient training program by implementing ClarityNet® online courses via the Coastal eLearning System. Healthcare professionals are receiving content that is comprehensive and meets the regulatory needs for their organization.

“Our employees and supervisors seem to do well with the Coastal eLearning System. Supervisors set up their direct reports using the Sites feature, track ClarityNet® courseware training for each employee and notify staff members if they need to take training before the re-certification period expires.”

Lori Babb
AdvantX Applications Support
Proliance Surgeons, Inc., P.S.
Seattle, Washington

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Resolution

The Coastal eLearning System features interactive, customizable content that can meet a healthcare facility's specific training needs. ClarityNet® interactive courses are delivered via the award-winning and user-friendly e-learning courseware that brings training to life with compelling video. It delivers courses that incorporate instructional design elements, superb audio and high-quality graphics – all designed to increase retention. Toggle exercises, click-and-drag, multiple-choice questions and self-checks ensure mastery of the subject matter.

The foundation of the Coastal eLearning System is the Coastal Learning Management System (LMS), which allows trainers to centralize, control, assess and document progress. It tracks user data automatically, generates a variety of reports and helps measure training outcomes through built-in pre- and post-training assessments. The Coastal LMS allows delivery at different bandwidths and provides 24/7 courseware access from any Internet browser.

Proliance Surgeons is one of more than a thousand facilities who are successfully using the Coastal eLearning System and ClarityNet® online courseware to improve employee training programs with measurable results.

Key Benefits of the Education Program

1. **24/7 Access:** The Proliance Surgeons staff has the flexibility to train at their leisure. ClarityNet® online courses can be played at any time on any computer. They have numerous locations and it's a lot easier to complete employee training, reducing travel time for staff and trainers.

2. **Testing Feature:** ClarityNet® courses include questions after each segment to test employee knowledge. Proliance staff use the 'test out' feature to save time; employees who pass the pre-test don't have to re-take the course. "That's pretty popular" says Lori Babb.
3. **Tracking and Reporting via the Coastal Learning Management System (LMS):** Whenever an employee completes a course, the Coastal LMS keeps a record of it. In addition, the system provides a variety of reports. Lori says, "We use the reporting features and don't have any problems. It took a while to get managers 'up to speed' on using the system but now they all seem to like it."
4. **Video-Enhanced eLearning:** ClarityNet® courses contain high-impact video to make the subject matter more compelling. The video is accompanied by narration.
5. **Customization Capabilities:** The CustomEase® functionality gives users the opportunity to add original content and modify content.
6. **Easy-To-Use Navigation:** The Coastal LMS is easy to use and navigate. Lori says, "The system is very user friendly."
7. **Technical Support:** Toll-free access to Technical Support 24 hours/day, 365 days/year. Lori has called DuPont Sustainable Solutions for Technical Support and she says she "was very satisfied with the level of service."

DuPont Sustainable Solutions

LEARNING & DEVELOPMENT

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The DuPont™ eLearning Suite is the next generation of the Coastal eLearning System. The Learning Management System, which is the foundation of the DuPont™ eLearning Suite, won *Occupational Health and Safety* magazine's 2011 New Product of the Year Award in the online category.