

Case Study

Practical Customization: A Customer-Led Solution for Learning



Background

One of the largest healthcare organizations in Southwest U.S. provides comprehensive healthcare services through its two hospitals and multitude of health centers. The company employs more than 3,000 doctors, nurses and other expertstaff members, serving more than 700,000 people.

In 2018, they adopted Learnsoft's Learning Management System (LMS) following two prior unsuccessful learning platform implementations.

The ease-of-use overall is special. We didn't use to allow anyone else on the team to touch the previous systems out of fear of messing it up, but with Learnsoft, we let anyone who needs access use the system and it works well. Everyone just figured it out.



The Challenge

The healthcare provider must meet the highest standard of compliance for training as patient outcomes are at stake. In addition, as a non-profit organization, expenditures are subject to detailed scrutiny and a multi-year implementation timeline with high consulting fee costs was not feasible. Learnsoft had to overcome their prior negative experiences in attempting to solve their learning needs, where high design costs and rigid frameworks had stymied and stalled prior attempts to keep all its workers up to expected skill levels.

The Solution

Leveraging their knowledge of the healthcare industry, the Learnsoft team was up for the challenge and was determined to implement the solution in under six months. The Learnsoft LMS platform includes technology components built specifically for complex healthcare organizations. This enabled a speedy implementation cycle and provided the essential infrastructure at a cost the company could afford. Learnsoft's innovative architecture design also allowed for the flexibility required to accommodate custom modifications, allowing the organization to include their own unique features, and even self-customize.

Some of the system features that have made a significant difference in day-to-day operations and increased overall productivity includes the intelligent reporting feature, allowing them to build custom reports and automate distributions on their own. They can create their own courses and easily enroll employees to any course across the organization. What stood out the most to the team is the system's overall ease-of-use, whether they are employees, administrators or management, not only saving time for everyone, but making it easy to remain compliant and patient-ready.

2005

Founding year

20+

Integrations and counting

50,000+

Learners and growing



About Learnsoft

Learnsoft offers organizations in highly regulated industries comprehensive training technology solutions. Learnsoft delivers a fully configurable, SaaS-based enterprise learning technology platform encompassing LMS and TMS capabilities. Designed for ease of use, content integration, and intelligent reporting, Learnsoft provides a complete, integrated view of an organization's learners and their learning progress.

The new way of learning for the new way of working