



CASE STUDY

Professional Academy Learning Management System Integration with Q-Pulse

ORGANIZATION:

Mid-South Transplant Foundation

INDUSTRY:

Organ Procurement Organization

Background: The Mid-South Transplant Foundation (MSTF) works to connect people in need of life-saving organ and tissue transplants with donors. They serve as an organ donor network for counties in West Tennessee, North Mississippi, and East Arkansas. MSTF promotes awareness of donation throughout the Mid-South and educates the public about the importance of organ and tissue donation, how the process works, and how to become registered donors.

The Challenge: MSTF had a very organized but cumbersome training system set up with a multitude of binders. As with all paper-based systems, shuffling documents, chasing things down and ensuring completion was time consuming and challenging. Managing 75 employees' training progress, along with onboarding 40 new employees, documenting and updating records was an all-consuming task.

A person in training is often working with multiple trainers so it was difficult to get all signoffs complete especially when staff return from a case at three o'clock in the morning. Mid-South tried another national on-line solution but found there were many things they could not accomplish with the system; it was not flexible or configurable. In addition, they did not want to use a system they did not own.

The Solution: Early in 2020 Talisa Washington, Education Coordinator for Mid-South Transplant Foundation, began transitioning their paper-based system to Professional Academy. This encompassed many aspects related to new employee orientation, including Q-Pulse, department specific training, policies and SOP's. Academy's extensive Q-Pulse Training Courses (basic and professional courses are all included with a Professional Academy subscription) are key to getting new MSTF users familiar with Q-Pulse and ready to start using it.

Talisa utilized the Document Retrieval Service (DRS) to link embedded files in the Q-Pulse Document Module in Academy. She also created course units containing PowerPoint presentations, videos, and handouts. The entire training program is now completely electronic, and Talisa is thrilled. "We don't have ANYTHING on paper!" she said. Utilizing the DRS, which can be enabled at no extra cost, is a creative and ingenious interface with Q-Pulse, adding an additional advantage to using Professional Academy.

Talisa also states that their training is completed much faster. "Prior to Academy, our staff would have to come into the office to complete their training because they couldn't access the training materials offsite. Now, Academy Training is available to our staff no matter where they are. They can access everything from their cell phones, tablets, and laptops. Work that used to take us two to three days or more to complete now takes just a few minutes."

Talisa set up Groups with specific curriculum to organize employees by department. She explains, "Every department is considered a branch. When I set up the curriculum, I set it up per branch, so that each course (we have almost 260 courses) are all part of a curriculum for each department. Some of them are position dependent. We have curriculum set up for both department wide and position specific so that when we add a new user to Q-Pulse I simply go into Academy and apply them to the correct branch group. As soon as they are added to the branch, it automatically assigns their new hire orientation and departmental training making populating a Training Plan seamless. I used to have to assign every single course separately."





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Talisa continues, “We have created certificates for every single course as well. When a course is completed, it automatically gives them a certificate of completion for that course. Instead of having to print out the whole module we just download the certificate, and we send it off to be electronically signed. We then upload it to their electronic training folder, so we are COMPLETELY paperless!”

Additionally, MSTF is using Professional Academy to create, administer and grade quizzes for all required subjects. Academy also allowed Talisa to upload previously created SCORM compliant quizzes for all Q-Pulse Modules to Academy.

Academy allows a bank of questions to be tied to a single quiz then the system will randomly pull from those questions. It also allows MSTF to identify question difficulty levels and a weighted scale. For example, it will pull 20% advanced, 50% medium and 30% easy. Talisa has created her own scaled grading system so that the advanced questions are weighted more heavily, and Academy manages the entire scoring configuration automatically.

Being able to see the training status in real time has been a monumental benefit. Academy contains dashboards that can be accessed for any user and an extensive report system.

Talisa states “... creating reports makes things so easy. We have so many people at so many different levels and I can see their progress all at once. We also are using it for Document Review – I have made that a course and distribute it through Academy. I can see review completions and those still outstanding by using the report functionality. Additionally, I can click on the course to open the details and see users that have yet to complete it. With a couple of clicks you can get a perfect assessment of where things stand and what still needs to be completed. What used to take days is now a few clicks to see training progress and where to place resources to get training completed.”

An equally great benefit to Professional Academy is being able to sync all course work to Q-Pulse. The Master Event list in the People Module can be synced with all Academy Courses (Q-Pulse and organization specific). This allows these Events to be added to Master Competencies as Requirements, which become part of Master Job Roles. Once applied to a user, the Requirement becomes a hyperlink, taking the user directly to Academy to log in, then to the assigned Course. MSTF training staff do not need to create Events in the Training Courses Module since coursework is managed in Academy.

Academy can then be synced back to Q-Pulse, automatically updating user Training Plans. “I sync Academy to Q-Pulse every day, it is part of my regular routine. That way I know all employee Training Plans are completely up to date anytime the employee or MSTF Management wants to review them”. This connection between the training platform and Q-Pulse is critical, making Academy even more valuable to Talisa and MSTF.

**For more information on Q-Pulse please visit our website at
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or by email at inquiries@ECL2.com.**