

# HSCNI increases mandatory training compliance with a centralised learning management system

Users are more engaged, manual admin is reduced, and managers can track and report on course completion and compliance

Health and Social Care Northern Ireland (HSCNI) is responsible for the provision of health and social care services to Northern Ireland's population of around 1.9m. Its functions include delivering training and learning to the 100,000 people who work in Northern Ireland's hospital trusts, ambulance service and other regional bodies; as well as GPs and others who provide community-based care.

## Fragmented training delivery

Training was previously delivered using a raft of e-learning systems alongside other solutions for booking and recording in-person courses. However, users didn't always know which system to access to find the training they needed. Each system required a separate login, and support teams were burdened with high volumes of requests to reset forgotten passwords. Passporting of training and certifications between employments and their specific platforms was problematic.

Additionally, managers and team leaders lacked insight into what courses their direct reports were doing or had completed. This was a particular issue for the mandatory and statutory training that helps to keep patients, service users and employees safe; reduce organisational risk; and ensure adherence to policies and guidelines.

## A strategy for transformation

"We needed to improve completion rates for mandatory training, which can be up to 10 courses, and our ability to monitor and report on compliance rates," says Keith Bailey, Principal Consultant (Digital) of the HSC Leadership Centre, Business Services Organisation, HSCNI. "We decided to consolidate all our training and learning onto a single, reliable learning management system that would also support our deployment of our new Epic Electronic Patient Record (EPR) system."

### Key outcomes



100,000  
users



9-month  
rapid rollout  
within budget



13% overall  
average increase in  
compliance





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Keith Bailey, Principal Consultant (Digital) of the HSC Leadership Centre, Business Services Organisation, HSCNI

### Rapid, collaborative rollout

Keith and his colleagues procured Civica Learning to support their transformation strategy. The cloud-based platform offered the right functionality and security features including Single Sign On (SSO), multifactor authentication (MFA), at a competitive price.

"What really stood out was the expansive and holistic Civica project team and the fact that every team member was named," recalls Keith.

"We felt confident in their ability to provide post-implementation support, which has indeed been exemplary."

Pragmatic collaboration between HSCNI and Civica and a shared will to deliver enabled a rapid nine-month rollout of the platform. To help bring users on board and reflect the concept of a single, unified Northern Ireland-wide platform for both e-learning and in-person course booking, it was branded LearnHSCNI.

### Local accountability

While Keith and his team have central control and oversight of LearnHSCNI, the platform's federated administration model empowers administrators in each organisation to handle queries, manage content, and define mandatory training for their own users. Trainers can build curricula and training pathways on the platform and can author e-learning content using the integrated Easygenerator solution or other xAPI and SCORM authoring tools.

"The federated model enabled by Civica Learning gives a real feeling of ownership and accountability within each organisation, and is an invaluable part of the platform's success," says Keith.

### A great UX on any device

Integrating the platform with HSCNI's multiple Active Directory tenants allows users to use their familiar Single Sign On (SSO) credentials to access LearnHSCNI, doing away with the need for separate logins. External users who don't have an Active Directory account log in with their username and password coupled with MFA, which also enables support for self-service password resets.

"Accommodating our multiple Active Directories is a great example of Civica's implementation support," says Keith. "By responding to our needs, they made accessing the platform much easier for our many thousands of users."

The platform meets accessibility requirements and its responsive design

delivers a great user experience on any device. Staff can access training from mobile devices even while on duty or if their role doesn't include working at a computer. Users find search and navigation simple, and can confidently work through e-learning courses from start to finish with no concerns about platform stability.

### Improved engagement and compliance

Keith reports high satisfaction rates among LearnHSCNI users. "It's like night and day compared with our previous learning management systems," he says. "It's easy for users to find the right courses and, crucially, the platform makes a clear visual distinction between mandatory and optional training."

Beyond making it straightforward to locate and complete mandatory courses, the platform employs gamification techniques to give users a visual overview of their progress. Dashboards let managers see which courses - including mandatory training - their team members have completed, giving them an overview of compliance and the information they need to prompt individuals and close any gaps.

"We've seen phenomenal user engagement with LearnHSCNI, with daily peaks of 11,000 logins and 65,000 completed items," says Keith. "Overall, compliance is up by an average of 13%, while individual organisations have seen much greater improvements, the most significant so far being an increase from 51% to 80%. It's a real success story."

## Case study



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Health and Social Care Northern Ireland (HSCNI) is the publicly funded healthcare system in Northern Ireland. It comprises five hospital trusts, Northern Ireland's ambulance trust and other related bodies.

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