

HSCNI supports EPR rollout with training for 70,000 employees

Training tailored to 500+ job roles helps Northern Ireland's hospital trusts go live with the Epic electronic patient record (EPR) system.

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 1.9 million.

When HSCNI decided to roll out the Epic EPR solution across its hospital trusts and related organisations, it realised it had to upgrade its training and learning technology to deliver the required training.

Multiple e-learning and course-booking systems were in use, but users often struggled to find the courses they needed to take. Passporting of training and certifications between employers and employments was problematic. On top of that, managers struggled to gain insight into what courses their teams were taking or had completed.

70,000 staff to train

For the rollout, HSCNI was required to securely deliver a specific curriculum (or training pathway) for each job role. As well as ensuring users can

take the relevant training, the organisation must report on who has completed training before access to the EPR software can be provisioned.

With around three-quarters of its 100,000 staff likely to need training and 500+ job roles to take into account at go-live, HSCNI soon realised its legacy learning management systems weren't up to the job.

"We needed a centralised, modern, secure learning platform that would help us deliver training efficiently and provide us with the required reporting, as well as supporting all our other learning and training requirements," says Keith Bailey, Principal Consultant (Digital) of the HSC Leadership Centre, Business Services Organisation, HSCNI. "Civica Learning fit the bill perfectly."

Key outcomes



~70,000
users



500+
go-live job
roles



100% automated
content ensuring a
personalised learning
experience





Civica's learning management system has facilitated the delivery of compliant training for our Epic EPR system very effectively.

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

The right platform, the right team

Civica Learning offered all the functionality and security features (including multifactor authentication for all types of accounts) that Keith and his colleagues were looking for. In addition, he felt confident about working with Civica on the implementation.

"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."

Rolled out within budget in just nine months, the Civica platform was branded LearnHSCNI 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.

Role-specific training

Keith estimates that around 80% of the staff in each hospital trust will use the EPR system to some degree and therefore

need to be trained. At HSCNI's largest trust, Belfast Health and Social Care Trust, for example, around 27,000 users had to be trained.

"Epic commented that our Belfast implementation was one of the best they'd seen," reports Keith.

As part of the training program, Epic provides its customers with e-learning content, which must be uploaded to a secure learning management system under a non-disclosure agreement (NDA). A customer like HSCNI is then responsible for making relevant e-learning and other training resources available to the specified job roles, with separate curriculums for go-live and business as usual (BAU).

"Working with Civica, we've refined the content targeting and delivery mechanism to virtually eliminate manual intervention," says Keith. "For the Belfast rollout, we were 93% automated, and we expect the next rollout to feature 100% automated delivery of personalised learning experiences."

Better for users

LearnHSCNI is integrated with the organisation's multiple Active Directory tenants, which allows users to use their familiar Single Sign On (SSO) credentials to access platform resources. 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.

The Civica 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.

Better for managers

Managers have control over enrolment of their direct reports onto courses, so they can stagger training and manage workload and resourcing. The platform also incorporates dashboards that give managers easy visibility of course completion rates for their teams.

"The Civica system provides reliable completion data for tracking and recording, so we know when a user is trained and ready to be provisioned with access," says Keith.

A success story

Three Northern Ireland hospital trusts are now live with Epic EPR. The remaining two will go live later this year. A few months after a trust has gone live, training requirements switch to BAU, which involves consolidating a proportion of job roles for ongoing and future training - a task Keith and the Civica team have successfully automated.

Reflecting on the Civica Learning project as a whole, Keith describes it as "a real success story", continuing: "Civica's learning management system has facilitated the delivery of compliant training for our Epic EPR system very effectively."

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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