

Contemporary e-learning as panacea for large-scale software training

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Contemporary e-learning as panacea for large-scale software training

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Overview

- The problem
- Designing a solution
- Setup
- Results
- Discussion





The problem

- Dutch organisation mental health care, 2000 employees
- New system maintaining patient info (EMR)
- 6 months, old -> new overnight
- Classroom instruction and using existing e-learning not an option.
- Practical problems: ...

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Designing a solution

Start with task analysis:

-what tasks are employees performing using the old EMR software?

Training should accomplish:

-that these tasks can be performed using the new EMR software

And not for instance:

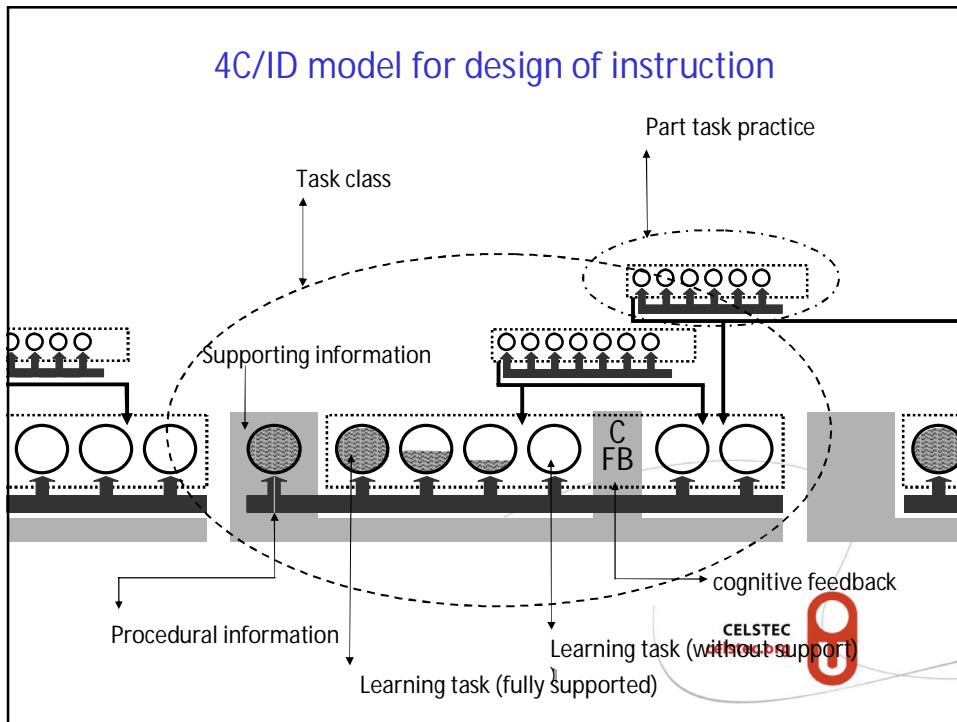
-What is the new functionality and how can it be used?



Main tasks for each user group

Course ADMIN	Course THERA	Course PSYCH	Course NURSE
Registration and creating dossier	Appointments and dossier (4)	Appointments and dossier (4)	Report (6)
Unplanned activity (1)	Adapt appointment (5)	Adapt appointment (5)	Outside authorization (2)
Outside authorization (2)	Unplanned activity (1)	Report (6)	Consult archive (3)
Consult archive (3)	Outside authorization (2)	Consult archive (3)	Guidance plan
Add documents	Consult archive (3)	Anamnesis	Dialogue model plan
Make an appointment	Report (6)	Unplanned activity (1)	Gordon model plan
Outgoing correspondence	Create sub plan	Outside authorization (2)	
Register client	Day care plan	Medication	
Activity plan			

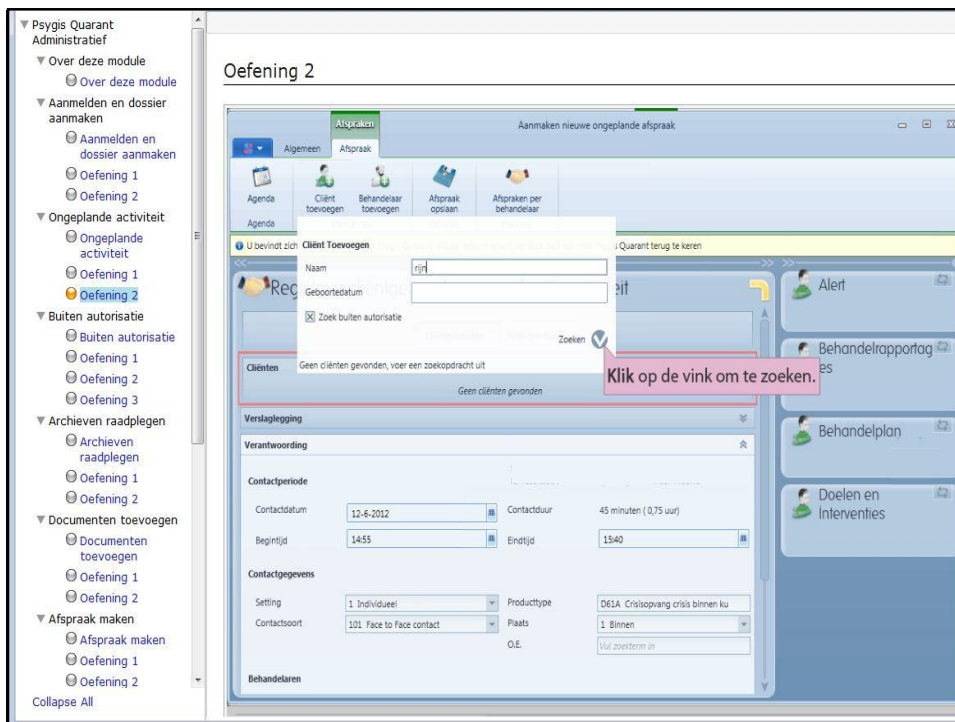
Note: Numbers indicate the same task is used for different groups. Tasks without number are unique.



Setup

- E-learning
- Test
- Questionnaires
- Tools
- Development proces





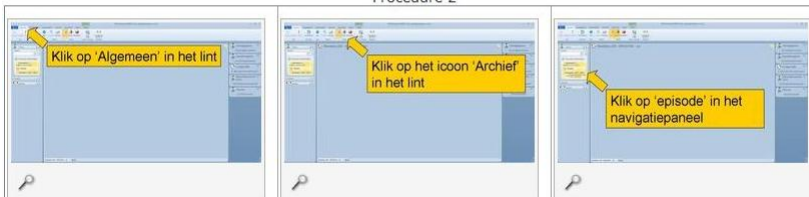
Testing ability to perform the tasks

Vragen 2 van 12 - Zoek een gearchieveerd dossier van een cliënt op (10 Punten)

Mevrouw Van Mondriaan is eerder behandeld bij de instelling. Je wilt graag haar oude dossier inzien. Je hebt de cliënt al opgezocht in het systeem. Hoe krijg je toegang tot het dossier van mevrouw Van Mondriaan?

- Procedure 1:
Je zult eerst een applicatiebeheerder moeten benaderen om het archief te activeren.
- Procedure 2:
(1) Klik op 'Algemeen' in het lint; (2) Klik op het icoon 'Archief'; (3) Klik op 'episode' in het navigatiepaneel.
- Procedure 3:
(1) Klik op 'Dossier' in het lint; (2) Klik op 'Archiveren'.

Procedure 2



Questionnaires

Two questionnaires, selection of 100 learners:

- First focus on e-learning
- Second four weeks after introduction of EMR with focus on results.

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Tools

- Learning environment: Ilias (www.ilias.de)
- Authoring tool: Adobe Captivate
- Standard: Scorm
- Link personnel system: Edumanager
- Questionnaire: QMP

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Development proces

- Team of 8 people (4 OU, 4 client organisation)
- Combine expertise, also transfer expertise
- Test users
- Started 1 march, final version ready 7 august, start e-learning 15 august.

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Results

- E-learning was made available to all employees 15/08/2012
- New EMR installed 01/10/2012
- On 03/10/2012 77% of all employees succesfully had completed the e-learning.
- Two weeks later: 85%
- Questionnaires: positive

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Results

	No. users	No. completed	% completed
ADMIN	172	132	77
PSYCH	659	483	73
THERA	186	151	81
NURSE	956	749	78
Total	1973	1515	77

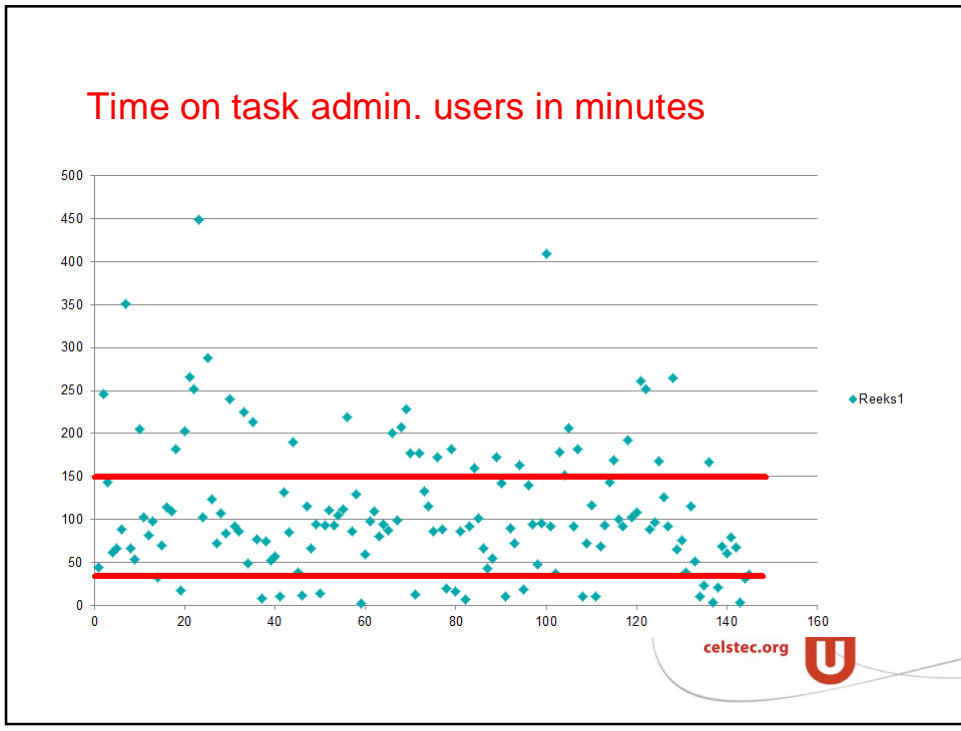
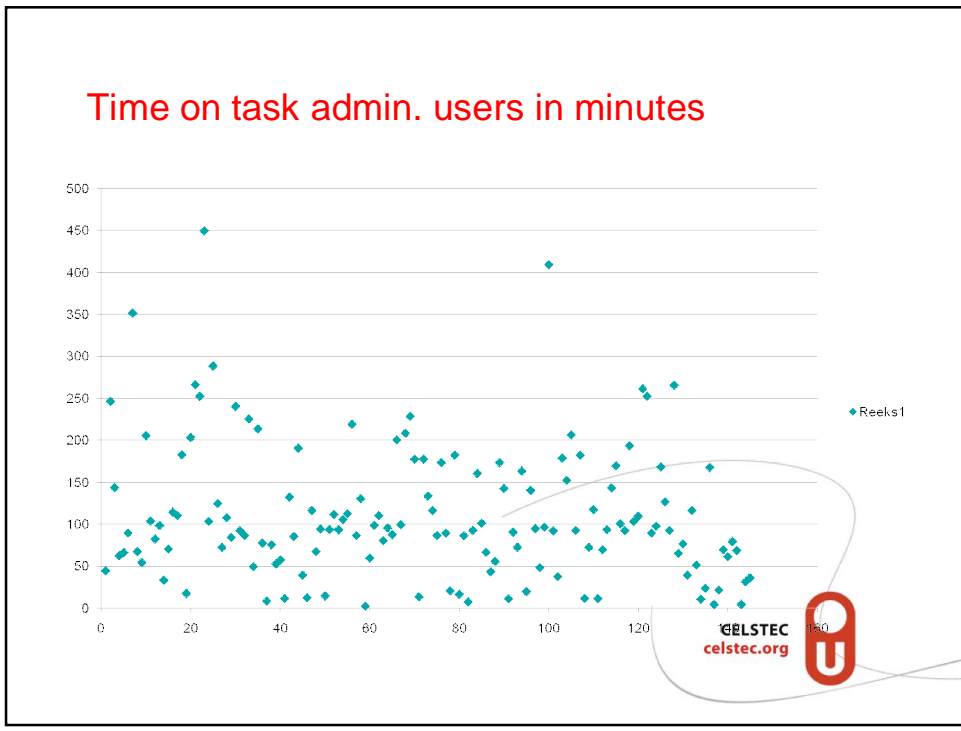
Note: reference date 3 October 2012

Results

	Time course	Time test	Score test
ADMIN	1h46m	17m	88%
PSYCH	1h29m	15m	85%
THERA	1h41m	17m	84%
NURSE	1h22m	23m	80%

Note: reference date 3 October 2012





Results: questionnaires

First questionnaire (72% return)

-Well suited (93%), structure ok (98%), text clear (95%)

-Questions well formulated (89%), good test (72%)

Second questionnaire (59% return)

-Very few problems using EMR

-E-learning good solutions for these kind of training (78%)

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Discussion

- Tentative conclusion: combination of instructional design and state of art technology yielded a succesful of e-learning application.
- Interesting to investigate whether approach can be applied to other situations where skills need to be updated.
- Difference between initial skill acquisition and updating.

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