



SUCCESS STORY -  
HAMILTON HEALTH SCIENCES

"Now that we've had the LMS available to learners for about 2 years, we are seeing a real shift in how people are using the system. At first, we provided some standard courses, like WHMIS and Fire, and gave learners the option of either doing them electronically or on paper. Some people were very reluctant to take e-Learning courses. Now, our learners want more - we're constantly getting asked to add online content. And now that we're also tracking classroom attendance, people are excited about having a consolidated learning record they can easily access. As well, our educators are becoming more confident in assigning e-Learning, and are also asking us to add more online content. It's great for everyone and we get really positive feedback about the benefits of e-Learning"

**Debra Wingfield**  
*Manager, Clinical Practice & Education*  
*Hamilton Health Sciences*

CHALLENGE

Hamilton Health Sciences (HHS), which consists of six hospitals and a cancer centre, needed a new way to educate its staff. They wanted to move beyond classroom-based learning sessions. HHS educators were being inundated with tasks that were not true value-add (for example, conducting training that other qualified staff members were capable of doing). They also needed a better way to track the learning being done.

Research into the newest development in teaching at hospitals showed HHS that e-Learning would allow them to resolve the issues they were having. The next challenge was to find a system that would allow them to achieve this goal. Enter Medworxx and its Learning Management System (LMS).

SOLUTION

Hamilton Health Sciences made the decision to purchase a learning management system. In their pre-planning phase, HHS decided to form two teams – one for curriculum development and the other for implementation. Their strategy was to involve the educators in the implementation only as it affected how the curriculum was rolled out. A plan was put into place.

HHS began the search for an LMS. After seeing demonstrations and evaluating systems from a number of vendors, the decision was made to purchase the Medworxx Learning Management System. There were a number of factors that led to that decision including: the software met their requirements and they were confident it would add value to HHS; HHS had prior positive experience working with Medworxx; the cost of the application was much more reasonable than other options.

The two teams (curriculum and development) spent nine months researching how other organizations were doing their e-Learning, and making decisions on how they were going to proceed with their own e-Learning at HHS. The approach decided on was to "start simple" – they came to the conclusion that beginning with the simple curriculum that was already developed would be easier for both staff and educators.

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With the Medworxx LMS, hospitals such as HHS are able to support online and classroom learning by having access to the knowledge they need, when they need it, in order to continuously improve and provide the highest level of care. The staff and healthcare professionals at HHS enjoy having one central place to go to gather the information they need, whether it is courses, learning history, or exam results. In the past, this information was in different manuals that were not all kept in one central location.

The automated reporting and tracking of the LMS has been a major benefit to HHS. Prior to the LMS, the tracking was done manually – when a class was being conducted, attendees signed their name on a sheet of paper; someone then had to enter the names into a spreadsheet. At times it was hard to read the written names, and there were instances of duplicate names. Now, with the Medworxx LMS, learners log into the course with their unique username, and educators are able to easily run reports.

Another significant benefit at HHS was the ability to provide online learning as well as classroom learning. Before using the Medworxx LMS, all training was done as classroom training. There were challenges of coordinating dates and times between several sites, incurring the cost of travel and parking, and having people arrive late to class. Since using the LMS, HHS staff are able to log on the system on their own time and take their courses when it is convenient for them. The learners are much happier with this approach, and the reduced travel cost and time has also been a benefit.

## RESULTS

Hamilton Health Sciences piloted the Medworxx LMS to three groups of clinical staff, service staff, and educators in December 2006. In March 2007 the LMS went live to 110 users with three courses; WHMIS (Workplace Hazardous Materials Information System), Code Red, and Understanding Chest Drainage. HHS now has about 5,600 users on the Learning Management System who have taken at least one online course. They have 50 online courses and 10 more currently in development.

Implementing the Medworxx LMS has solved HHS' issue of freeing up the educators from non-value add tasks. The educators are now able to focus their time on areas such as course content and pre-learning material, instead of determining how to get the information to the learners. The LMS has allowed HHS to provide learning opportunities 24/7, and gives the workers who are unable to attend classroom-based sessions a chance to take any relevant courses. HHS' ability to track the learning being done has also improved dramatically.

The Medworxx Learning Management System has had an overwhelming response at Hamilton Health Sciences. They look forward to the development of more courses and an even larger base of learners using the system.

## ABOUT MEDWORXX

Medworxx makes a strategic software platform that hospitals use to communicate, aggregate, and analyze knowledge. Launched in the early 2000s, the solidity of Medworxx' first product offering, CMS for the healthcare vertical, helped the company quickly grow its product suite and customer base. Today, more than 500,000 users in over 280 hospitals throughout North America use the Medworxx software platform to leverage the power of knowledge to increase competency, reduce redundancy, reduce costs and simplify distribution of knowledge to staff and patients.

Medworxx is committed to excellence and optimizing hospital performance through knowledge management. Creating software that improves the level of hospital care and safety is our focus. Through innovation and our close working relationship with our customers, the Medworxx product suite is continuing to evolve and play an increasingly strategic role in the hospital environment.

## ABOUT HAMILTON HEALTH SCIENCES

Hamilton Health Sciences is a family of six unique hospitals and a cancer centre, serving more than 2.2 million residents of Hamilton and Central South and Central West Ontario.

Hamilton Health Sciences' facilities offer a range of acute and specialized services, catering to health care needs from pre-conception through to aging adults. Each of its hospitals has specific areas of expertise and together, Hamilton Health Sciences is one of the most comprehensive health care systems in Canada. Through its affiliation with McMaster University's Faculty of Health Sciences, Hamilton Health Sciences' is able to offer an academic environment where patients benefit from some of the most innovative treatments and are cared for by some of the most talented medical professionals in the country.

