Premier IT

Cortex*

CASE STUDY

The Royal Hospital for Neuro-disability transforms learning and development with Cortex

TASKS

The Royal Hospital for Neuro-disability (RHN) needed to lower the cost of it's training programmes for staff which were costing a significant amount of money to administer, manage and deliver. It was running full day, internal, classroom training courses and absorbing the cost of trainers, classrooms, time out from work activities for staff and an administrative headache to ensure that everything and everyone was recorded accurately.

The RHN also needed to ensure that staff were completing mandatory training and that it could demonstrate compliance. Existing training courses included no tests/assessments and it therefore had no way to prove that people were absorbing, understanding and retaining the content of that training. Even accurately monitoring staff attendance was problematic. Multiple site locations also meant that there was little consistency in how training was carried out with no centralisation of staff records.

A decision was taken to overhaul the Learning and Development function, with the following objectives:

- Streamline the whole learning and development processes moving from paper to technology
- Achieve complete consistency across multiple site locations in how learning and development was approached with a single view for management
- Increase participation in training, attention and retention of course content
- Improve compliance figures for mandatory training and demonstrate it to governing bodies
- Introduce e-Learning as the alternative training method to classroom-based courses
- Provide flexibility to both staff managing and administering and those actually completing training as to where and when they did so

Premier IT was selected as a trusted provider to help achieve this objectives through the use of Cortex, its Learning Management System (LMS) and bespoke e-Learning content.

> *"The Revalidation team immersed themselves in the Trust and quickly used existing infrastructure to make themselves known to nurses throughout the hospital. It was a priority to see all nurses whose revalidation was due in the first quarter following the launch of revalidation in April 2016."*
>
> Helen Jackson - Professional Lead for Nurse Revalidation
> The Walton Centre NHS Foundation Trust

SOLUTIONS

Premier IT implemented Cortex, knowing that it would fulfil the RHN's objectives and much more.

Cortex is intuitive. It allows:

- Administration of facilities, resources and staff for classroom based and online learning
- Management of compliance, costs analysis and full training programme/qualifications
- Delivery of user friendly and accessible training anywhere at any time

The system enables the RHN to:

- Save time and resources

- Build reports in seconds
- Simplify training administration
- Mobilise learning
- Centralise e-Learning
- Drive compliance

Premier IT has also produced an initial 10, bespoke e-Learning modules for the RHN in year one of a three year project to modernise training materials. These are up to date, simple and animated. They include tests/assessments wherever required which will then be mapped back to a users' record and reported on for compliance purposes. CASE STUDY: The Royal Hospital for Neuro-disability transforms learning and development with Cortex.

RESULTS

The RHN has significantly improved and streamlined its learning and development processes across all sites locations, cutting down on administration costs by putting staff in control of their own learning pathways.

Training completion rates have risen to an average of 93% with one module – Information Governance – achieving a staggering 96% compliance. This means that the RHN now has the visibility to see in seconds, through a powerful reporting tool, who has completed training, send regular reminders to complete and chase the very small number of staff who have not yet done so. This is a much less cumbersome and time consuming task than it was previously.

The most successful outcome of the project for the RHN is the Return on Investment (ROI) achieved through implementing Cortex and the vast reduction in cost per user of completing a training course. The following table outlines how that cost per user of completing one course is now just £0.33 It is based on the provision of the Cortex system and 10 e-Learning courses for 900 users:

License Year	Year 1	Year 2	Year 3	Full 3 year period
Total Investment per year	£46,025.00	£24,450.00	£19,875.00	£90,350.00
Number of users	9045	9045	9045	27135
Price per user	£5.09	£2.70	£2.20	£3.33
Price per user per course	£0.50	£0.27	£0.22	£0.33

The number of users is expected to stay the same across the three year period but number of e-Learning courses will increase. This will reduce the cost per course per user even further.

The turnaround in the Learning and Development function has improved so dramatically that the Associate Director of Human Resources & Learning and Development at the RHN felt confident enough to enter the Personnel Management Excellence in HR award in 2017. Whilst not overall winners of the category it was clear to see that Cortex has helped the RCN to modernise, simplify and reduce the costs of delivering modern-day learning and development in a large and complex organisation.

Right skills.
Right place.
Right time.
Right outcome.

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