Learning and Development Solution

symplr®
Better Operations, Better Outcomes

Grow and Retain a Competent Workforce with symplr

Managing competencies in the healthcare industry calls for so much more than meeting requirements for accreditation. Due to variables in the regulation and quality of education programs, new graduates entering the healthcare workforce will start with different levels of knowledge and skill. While this is true in any industry, the risks associated with competency gaps in healthcare can be extremely costly to healthcare organizations and patients alike.

At least $200 billion is wasted every year on excessive testing and treatment of patients, and this type

of overly aggressive care can lead to mistakes and injuries, resulting in approximately 30,000 deaths per year[1]. Research suggests medical errors cause nearly 1,000 deaths every day due to inadequately skilled staff, error in judgment or care, a system defect, or a preventable adverse effect[2].

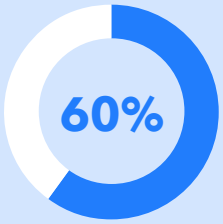
To better protect patients from harm, healthcare organizations must perform comprehensive due diligence to identify new hires' inherent educational needs so knowledge and/or skill gaps can be addressed immediately. Further, since employee competence is dynamic and changes over time based on experience and organizational setting, all staff must undergo regular competency assessments to drive their learning and development. Over time, this will enable your organization to realize improvements in quality, safety, and value.

[1] Terhune, Chad. "Putting A Lid On Waste: Needless Medical Tests Not Only Cost $200B –They Can Do Harm." KHN | Kaiser Health News, Kaiser Family Foundation, 24 May 2017

[2] Sipherd, Ray. "The third-Leading cause of death in US most doctors don't want you to know about." Modern Medicine, CNBC LLC, 22 Feb. 2018.

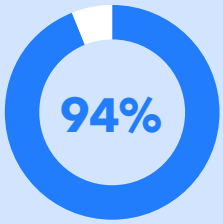
Staff Development Directly Impacts Employee Retention

Upskilling and reskilling is the top priority for nearly 60% of leadership and development (L&D) pros.



94% of employees say that they would stay at a company longer if there is investment in their learning and development.

- 2021 LinkedIn Workplace Learning Report



The **symplr Compliance Series** offers an efficient and effective way to train your staff and increase engagement.

These courses are mapped to applicable regulations and standards of The Joint Commission, OSHA, CMS, and the U.S. Federal Government.

Benefits of the Learning & Development Solution

The symplr Learning & Development Solution combines software and educational content to allow you to:

- CREATE an environment of sustainable competence
- INCREASE the quality and quantity of competent healthcare professionals in your organization.
- BUILD a competency library reflective of your organizational goals
- COMPLY with accreditation audits efficiently and accurately
- SUPPORT a multilingual workforce with Spanish-language eLearning content tailored to meet the needs of your diverse staff, ensuring equitable access to training and education.

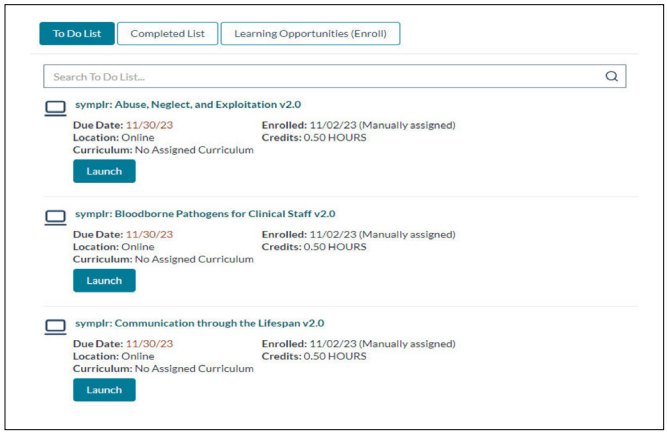
Adopt Competency-Based Educational Strategies

Most traditional education strategies focus on the process of learning. To determine a program's success or failure, traditional strategies will often utilize oral or written exams to compare what (or how) a learner was taught against what that learner can subsequently recall. But is that enough to adequately assess your staff's abilities to successfully perform necessary tasks and make the most pragmatic decisions during diagnosis and treatment?

Unlike traditional strategies, competency-based educational strategies focus on outcomes – what an individual can do rather than recall. Does a phlebotomist use the appropriately sized needle during a blood draw? Does a nurse respond correctly when a patient presents with signs of abuse? By looking at what your staff can do, rather than what they can recall, you can validate staff proficiencies and provide immediate remedial education when needed.

The competency management system enables you to assess your staff's cognitive, technical, and interpersonal competencies by validating their ability to perform critical tasks using a specified set of knowledge and skills. Observation and demonstration are two methods; however, the system offers an unlimited number of validation methods so you can decide how to best prove staff competence.

When gaps are identified during the assessment process, you're able to immediately provide remediation resources through the online educational content library. Comprised of more than 8,500+ courses, this library offers more than 3,000+ CE and CME credits and covers a wide array of topics and specialty areas, such as business skills, OB and neonatal, OR perioperative, and more.



All eLearning, class, and competency assignments are available in the To Do List for easy viewing or completion

All courses licensed through the online content library undergo rigorous testing with various Internet browsers and within the learning management system to ensure compatibility and reliability. So, when a competency gap is identified, you can be confident in your staff's ability to browse your licensed content in the system and enroll in any opportunities. In this competency based education paradigm, competency assessment and educational efforts are aligned to streamline the development of your staff's abilities and ultimately yield better patient outcomes

Develop a Meaningful Competency Library

Competency development can be a time-consuming and costly process. Additionally, the knowledge, skills, and behaviors expected of new hires is often quite different than what is required of seasoned staff.

As such, all assessment efforts should focus on competencies that:

- REFLECT new or changing policies, procedures, or initiatives
- MAKE a significant positive impact on care
- EXPOSE high-risk or problematic aspects of a position or role

The competency management system includes a library of nearly 1,500 clinical and non-clinical competencies comprised of over 8,700 skills that meet these standards. A consortium of symplr subject matter experts and clients (with proven track-records of incorporating evidence-based practice into their competency assessment processes) reviewed and collated the competencies, skills, standards, and directives most frequently used/assigned in their organizations. To increase your time to value, this library is set up and ready for you to activate in the system at your discretion. You can use it as-is or as a starting point to customize your own library that will fully meet your organization's unique goals and needs.

Drive Successful Accreditation Survey Results

Even with patient care always top of mind in the healthcare industry, staff development and financial results are just as important to maintain that high level of care. So, even though competency management should primarily function as the gateway to a competency-based education strategy, you must also ensure your staff can meet its compliance requirements to avoid fines and maintain a strong employer brand.

Accreditation surveys are not always scheduled in advance. Your organization must be ready to supply evidence of staff competence – and remediation efforts, if applicable – at a moment's notice to avoid non-compliance. The Learning & Development Solution includes over 25 eLearning courses from our proprietary Compliance Series. These courses cover the basic safety, security, infection prevention, and environment of care topics annually required by regulatory bodies. They also cover various topics you must educate some staff on annually, or educate all staff on less frequently, such as medication safety, patient safety, and HR.

Medical errors are the third leading cause of death in the U.S.[2]

Reduce the risk of negative patient outcomes by ensuring everyone in your workforce is competent to provide quality patient care for their domains of responsibility.

Empower Your Spanish-Speaking Workforce

We recognize the importance of inclusivity in healthcare education. Our Spanish-language course offerings are designed to empower your Spanish-speaking staff, ensuring they receive the same high-quality training and resources as their English-speaking counterparts. By breaking down language barriers, you can enhance team competency, improve patient care, and cultivate a diverse workforce that meets the needs of your community.

Compliance courses may not resonate with your staff if your organization's unique policies, procedures, and contact information, or the location-specific regulations to which you must adhere are not included. Each course in the Compliance Series can be customized to include this type of information. The option to include one or both of the following learning paths is also available:

1. EXPANDED COURSE – a comprehensive path covering all relevant information
2. MINUTE MANDATORIES® – an accelerated path for reviewing critical information, including regulation updates, in as few as six minutes, enabling your team to meet compliance requirements and maximize time spent caring for patients

The competency and learning management systems provide a comprehensive and customizable set of reports detailing all aspects of staff progress, completions, and, if needed, remedial education related to staff competencies. You can select to run reports by department or individual learner, or customize reports to fulfill specific data or branding needs.

The symplr Learning & Development Solution

is part of a comprehensive quality talent suite that provides the talent management software and advisory solutions you need to hire the right people to deliver quality care, keep them to maintain your culture and standards, and grow them to lead in the future.

Get Results with Our Learning & Development Solution

To protect patients from preventable harm, healthcare professionals must streamline their educational efforts in the pursuit of competency advancement. symplr combines leading software with clinical and non-clinical educational content to facilitate the development of your staff's abilities.

THE FULL CAPABILITIES INCLUDE:

Learning management

Competency-based Education

Competency management

Compliance education