TELCOR eLearning Interface

Most health care organizations manage employees and competency in disparate systems; an LMS for learning and education, and an HRIS for employee records. Point of care testing (POCT) systems need information from both of these and until now this information had to be manually entered into the POCT system. An eLearning interface from an LMS/HRIS eliminates errors and omissions associated with this manual entry and also automatically provides a consolidated view of each operator's testing performed, competencies completed along with updated employee information.

LMS/HRIS	→	TELCOR eLearning Interface	→	TELCOR QML

The QML eLearning interface performs some or all of the following tasks that are vital to managing your POCT operators while storing recertification data such as competency and samples performed together in QML for presentation during inspections.

Operator Management

- Automatically add new operators.
- Automatically inactivate existing operators.
- Automatically update operator demographics such as name and location changes.

Competency Management

- Automatically certify operators based on samples performed and completed with competency(ies) so you only review exceptions in the CertificationQ.

- Expand competency components beyond quizzes if supported by your LMS. Examples could include:

  s Direct observation completion and status of patient testing.
  s Recording and reporting of patient test results.
  s Direct observation of instrument maintenance and calibration.
  s Problem solving skills as appropriate to the job.

Getting Started

- Contact TELCOR for pricing and more about the eLearning interface.
- Identify your LMS/HRIS resources who can discuss employee record updates and course completion with our team.

Seamlessly Connecting Competency Data from the LMS to TELCOR QML®

Challenge

Children's Minnesota has approximately 2,220 operators trained to perform any number of the 11 POCT tests performed at the institution. These operators span 40 departments and seven physical locations. Three systems had information needed to manage operators: a learning management system (LMS), a human resource information system (HRIS) which provided employment status updates to the LMS, and TELCOR QML which housed the patient and QC sample information needed to recertify operators and send operator lists to critical POCT devices.

A daily report from the LMS included staff whom successfully completing POCT online learning courses. This report also included information such as new hires, name changes, departmental moves and terminations. Kerstin Halverson, the point of care coordinator who implemented this TELCOR eLearning project, manually tracked competency data by sorting operators by department and test type, and then matching them to the list. This manual process presented the following challenges:

- Erroneous updates creating inaccurate information, rework and lost time.
- Inadvertently locking out operators on devices resulting in slowed patient care.
- Unwieldy processes for confirming name changes, departures and new employee assessments.
- Extreme amounts of paperwork making inspection procedures time consuming and inefficient.

Solution

The solution was to develop an interface to transfer competency record data from the LMS to TELCOR QML to track competency completion. The project team included the POCC and the LMS subject matter expert from Children's Minnesota, and the TELCOR project manager.

Results

The first time the interface ran quiz information and direct observations recorded during a skills fair, data flowed into QML for approximately 1,200 operators. Previously, to manually update each operator averaged five minutes per device. With the eLearning interface, it took about 10 seconds. When extrapolated across all operators, 39 eight-hour days each year were devoted strictly to updating competencies. Other results included:

- Eliminated errors incurred from manually editing competencies.
- Reduced operators locked out of devices due to errors thus improving patient care.
- Streamlined the tracking of operators' competency training making it virtually a hands-free process.
- Simplified the inspection process.

Children's MINNESOTA

Children's Minnesota is one of the largest pediatric health systems in the United States– with two hospitals, 12 primary and specialty care clinics and six rehabilitation sites.

Children's Minnesota is an award-winning health system, regularly ranked by *U.S. News & World Reports* as a top children's hospital.

Since 1924, it has been an independent and not-for profit system.

For more information about the TELCOR eLearning Interface, contact TELCOR:
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