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HealthStream Orientation Assignment Process Improvements

Mary Jane Krebs

Melissa Gattine

Hannah Pelletier

| Project: HealthStream Orientation Assignment Process Improvement

Last Updated: 9/5/2018 | Maine Behavioral Healthcare
MaineHealth | Executive Sponsor: Mary Jane Krebs
Facilitator: Melissa Gattine | MaineHealth
Center for Performance Improvement |

Team Members: Melissa Gattine, Hannah Pelletier

Plan

Problem/Impact Statement:

The Training and Development Center (TDC) has seen increased use of HealthStream Learning Center (HLC) for new user assignments. In CY 2017 there were 359 new students from 64 departments with 89 different job titles. This volume requires significant resources to manually add orientation assignments, with risk of error in student entry and assignment accuracy.
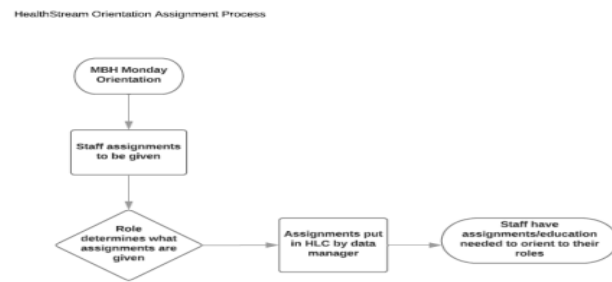
Scope:

Orientation assignments for new students entered into HLC. The scope does not include new assignments for people with status changes.
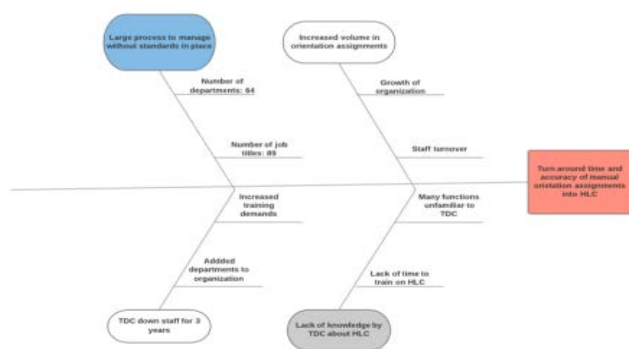
Goal/Objective:

By June 1, 2018 streamline the process and accuracy of giving new staff assignments in HLC. This will be shown by a 50% reduction in the time it takes to give new staff their assignments. This will also provide the ability to run reports for Safety-Care due dates up to one year out.

Baseline Metrics/Current State:

Time Study:
Data collected shows a time of 3-8 minutes per student to give assignments in HLC.

HealthStream Orientation Assignment Process

Root Cause Analysis:

- Large process to manage without standardization in place

- Lack of knowledge of HLC functions by TDC
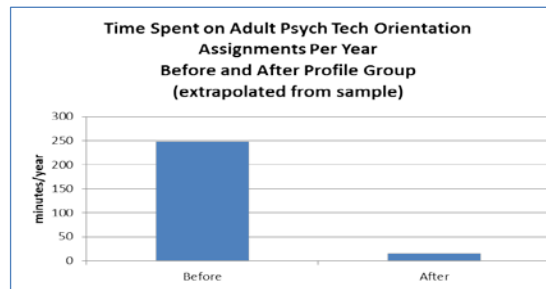
Do

Countermeasures

- Profile assignments created for largest group of customers, Adult Psychiatric Technicians, N=31 in 2017

- Profile assignments automatically assigned to Adult PT: Adult PT 30-day bundle and Safety-Care, CPR, Patients First Restraint Lab

Study

Outcomes

Time Spent on Adult Psych Tech Orientation Assignments Per Year Before and After Profile Group (extrapolated from sample)

94% reduction in time

Compliance Documentation Profile Group

- All new hires with specific department/job codes receive assignment automatically

- 15 assignments since 7/27/2018

Act

Next Steps

- Test impact of changes to assignment on existing group members

- Create profile groups for other high frequency department/job code hires