eLearning:
An Integrated Approach to Training

Roger Shindell, President & CEO

Though many professionals throughout the medical field are embracing the notion of replacing their paper based and manual systems with a variety of electronic tools, it's an unfortunate fact that some are continuing to miss the boat when it comes to proper training. Though the use of these systems care and make the related administrative and diagnostic components far more efficient from a provider standpoint, professionals who implement these systems will only be able to fully reap these benefits if they themselves, as well as their staff members, actually know how to use these types of software.

This is why proper training is so important – and why eLearning can help with the process. The benefit of eLearning is that it provides a flexible, convenient platform for technology implementations. Rather than allow patient care to fall by the wayside while employees congregate in classrooms to receive face-to-face training, eLearning allows providers to bring their staff members up to speed in a manner that is consistent yet adaptable to the schedules of those in the medical field.

Then again, there are some who may be less than comfortable with the notion of skipping the in-person sessions and leaving training in the hands of employees who may or may not pace themselves properly when it comes to learning new software. While online or computer-based learning management systems can certainly be a cost-effective alternative to seminars and classroom gatherings, perhaps a better approach to consider is one that integrates both eLearning and in-person training.

Clearly, it's not possible to take the notion of face-to-face learning and convert it into an online learning management platform. There are certain advantages inherent in classroom training – specifically, the fact that an engaging instructor can be instrumental in bridging the gap between a paper-focused attitude and one that is centered on the use of technology. However, rather than limit themselves to one approach versus the other, providers should consider merging these two aspects of learning into a training regimen that works to get employees the education they need to utilize their new systems.

Since getting over the hump of having to use computers at work in the first place is something that a good training program will need to address, a classroom session can be the perfect option for kick-starting an educational regimen and giving employees the foundation they need to pursue their knowledge on their own time and at their own pace. Another thing for providers to remember is that when it

comes to any sort of training, too much time in the classroom can constitute somewhat of a brain drain for professionals who are used to caring for patients, not taking notes or engaging in other such student-like activity.

By offering staff members an integrated approach to training that combines eLearning as well as in-person education, providers can break up the monotony of the extended classroom setting while offering professionals the resources needed to understand and embrace their new systems. And although the success of eLearning is, to a large extent, highly dependent on employee compliance, with the right learning management system,