Transforming the clinical workforce with expert-led, online training and assessment solutions

Case Study: Siloam Hospitals Indonesia
Simulation learning & training platform for clinicians to practice evidence-based skills

Engaging, expert developed learning tracks

Deep learner analytics & performance tracking
Case Study:
Expert-led, online training and assessment solutions for Clinical Workforce

• Indonesia’s largest healthcare group with 31 hospitals
• Siloam Hospitals has 14,000 nurses and allied healthcare professionals

Problem Statement
• Challenge to determine training needs across clinical workforce levels
• Lack of continuous in service refresher training of nurses affecting the quality of care delivery
Solution: Training Need Assessment followed by on-job eLearning program

Assess training needs

TRAINNEED –
Personalized learning path recommendation

MEDLEARN –
Online training platform

Induction & on-job training
SMARTHIRE Tool

• Technology-based online testing and screening platform
• Assessment using clinical questions, cases and scenarios
• Web-based and device compliant
• Strong data collection and analytics
• Speedily re-deployed
• Supports bench marking and accreditation processes
Aim: To assess the training requirements for the nursing staff at Siloam Hospitals, Indonesia.

Methodology

**STEP 1**
- Setting up of competency wise pre requisites for the Training Needs Analysis

**STEP 2**
- Conducting the study over a fixed period of time using Bodhi’s Proprietary tool – TRAINNEED/SMARTHIRE

**STEP 3**
- Result Analysis – Conducted by Bodhi Clinical Educators. Extensive analysis based on skill category and competency.

- Online reports utilized for drawing inference to develop training road map and assess staff performance.

- Depending upon the area of concern, study areas were selected for analysis

- Nurses given access to the series of 3 tests with fixed duration for each test. Deployed ver web and mobile app.

Training Need Assessment Sample Size: 10% of the total nurses
Nursing staff enrolled into the specific tests and login credentials shared via email/SMS

Clinical Educators at Unit level given a brief run through of the system and the steps to access the quiz

Each Quiz consisted of:

- 30 questions over a 45 minute duration
- Maximum attainable score was 30
- Questions randomly selected
Inference of the Analysis

Comprehensive Nursing Curriculum developed by Bodhi after considering the areas which required Training, based on the results obtained.

The curriculum comprised of the following areas:

- Basic Vital Assessment
- Patient Management including patient care and education
- Patient Safety
- Medication Management
- Documentation
Demonstrative skill based content developed with actual patients

Impact
• 22 bespoke Bodhi developed modules online
• 70+ Siloam specific modules
• 400+ hours of content
• 2600+ Assessments
• 14,000 participants on platform
Content Development Process Flow with extensive 2 stage reviews

Lesson/module plan development

Scripts and assessments development

Reviews

Instructions for demo videos & interactivity

Demonstrative video development

Reviews

Voice translations if required

Go Live on MEDLEARN Platform

- As per WHO, CDC & MoHFW Guidelines
- SME/Peer review
- Client review
- Live patients
- Mannekin
- SME/Peer review
- Client review
Motivating Badging System – Evolve from a seed to fruit
Tangerang, 30 September 2019

TO WHOM IT MAY CONCERN

Siloam Hospitals Group, Indonesia, has an ongoing long-term agreement with Bodhi Health. This agreement commenced in 2018 and is based on the services they provide related to their e-learning platform and e-learning content development to suit our educational needs. The Bodhi Health team are a professional body that have worked consistently with the Siloam Head office team to implement a user-friendly platform for access to over 13,000 employees. The services that Bodhi Health provides include account management for registrations, reconfiguration of certificates, platform functionality improvements, and video content development.

In the future we plan to improve the user experience through implementation of a badge system to motivate independent learning. Bodhi Health is flexible and adaptable to our needs. Their communication is at a very high level, and their team, responsive and skilled. We are extremely pleased to have developed a positive relationship with the Bodhi Health team and we are certain that the benefits of the service they provide will fully realized into the future.

Sincerely,

Julie McCaughan
MBA, MPH, CMIO (Canada)
Chief Quality and Nursing Officer