



INNOVATIVE eLearning.

Teaching Hospital Champions Innovation and Reduces Training Costs with Absorb LMS

Challenge

CUSTOMER CASE STUDY



CHALLENGE

Scale eLearning initiatives and deliver around-the-clock training to employees with fast-paced work schedules.

SOLUTION

Absorb LMS with HRIS Integration.

RESULTS

A cost-effective, 24/7 learning environment that supercharges current and future medical development.

Quality and safety are cornerstones of Michael Garron Hospital (MGH), Toronto East Health Network. The teaching hospital's strong learning culture cultivated those key traits, but there was a problem. Their solid learning culture was at odds with their previous learning management system (LMS). It could no longer support their efforts to provide innovative learning solutions to their staff. In 2010, it became clear MGH needed a modern LMS to administer cost-effective, innovative learning programs. "We were looking for a much more robust system that would allow us to grow into the LMS," said Educational Technology Specialist Sarah Dewar.

With over 2,400 staff members, fitting training into shift work schedules proved challenging with the old LMS. It was also cost prohibitive. "We couldn't schedule in-class sessions in the LMS, so we had to rely on spreadsheets. It wasn't very efficient," Dewar said. She explained inefficiency was costly since the hospital not only pays employees for the in-class time, but also pays employees who backfill their role during that in-class time. MGH needed flexibility, consistency and an outstanding return on investment to drive innovation. It was time for a new LMS.

“ The most frustrating thing about our old LMS was how small and simple it was. We needed a company that would scale with us. ”

- Sarah Dewar, Michael Garron Hospital

Solution

Since MGH values meaningful partnerships, they sought an LMS provider that did too. Dewar said the positive business relationship tipped the scales in favor of Absorb. “The great LMS features are just the starting point. We felt the Absorb customer service representatives were warm and understood our needs.”

Like other medical facilities, MGH administers accreditation and compliance training in high volumes. Adopting Absorb LMS with a Human Resource Management System integration empowered MGH to engage learners. They could administer more videos and gamification in the courses they offered—something their old LMS just couldn’t do. Dewar explained buffering was no longer an issue with courses hosted on the Absorb platform.

“That’s really important when you’re trying to engage learners with these different types of modules,” she noted.

Absorb LMS also bolstered inclusive learning at the training hospital, offering flexible eLearning that accommodates how and where employees learn best. That’s especially critical as hospital staffers work around the clock to deliver excellent care to patients. “Absorb makes it easy to assemble courses and learning experiences to be meaningful for all learners,” Dewar said.

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— Sarah Dewar,
Michael Garron Hospital

Results

Absorb LMS empowered MGH to deliver training innovations that best suit learners and L&D administrators. The adoption fostered a true 24/7 learning environment. It also cut training costs because the reduced need for face-to-face instruction. “We’ve really evolved the way we deliver our training,” Dewar said. Videos, quizzes and gamification enhanced remaining instructor-led training—boosting the hospital’s blended learning initiatives as well. Moreover, the LMS streamlined accreditation processes. “We’re confident we can easily show surveyors our

statistics to demonstrate our impact and results,” she said. “Absorb has been great for that.”

What started as a need for efficient training and reporting blossomed into so much more. The same year MGH adopted Absorb LMS, the Great Place to Work Institute named them one of the best workplaces in Canada. They were the first hospital to ever make the prestigious list. MGH went on to earn the Platinum Quality Healthcare Workplace Award. These accolades are more than

trophies. They're testaments to how closely dynamic learning, quality care and employee satisfaction connect.

Looking towards the future, Dewar plans to continue scaling learning programs and leveraging the latest eLearning tools through Absorb. "Absorb constantly rolls out new features. It's like being handed treats we can nibble on and say 'Yes, we'd like more of that!'" She's also grateful for the productive relationship that has developed with Absorb over a decade. "As a long-time Absorb client, it's really nice to see how much the company has evolved and grown over the years," she said. "We're happy to come along for the journey."

Ultimately, engaging and measurable training goes beyond ticking regulatory boxes for MGH. They know a staff equipped with innovative knowledge and applicable skills gained through Absorb LMS can improve the patient's experience and may potentially save a life.

“ Absorb enabled us to have a 24/7 learning environment and we've reduced our training costs. ”

— Sarah Dewar,
Michael Garron Hospital

About Michael Garron Hospital

Nestled in the heart of East Toronto, Michael Garron Hospital (MGH), Toronto East Health Network, is a vibrant community teaching hospital serving more than 400,000 people in 22 distinct neighborhoods. For 90 years, MGH has delivered high-quality, patient-centered healthcare services to families along the continuum of care, from welcoming a new life to facing end-of-life. MGH has continually renewed its commitment to community by adapting its programs and services to meet the evolving needs of the diverse population it serves. MGH is a leading full-service hospital with strong community and research partners, including the University of Toronto.



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