

PEAK VISTA COMMUNITY HEALTH CENTERS

eLearning Case Study



Peak Vista Community Health Centers is a non profit Federally Qualified Health Center (FQHC) dedicated to delivering premier medical, dental and behavioral health services for people of all ages. They provide primary care services within the Pikes Peak Region through fourteen outpatient centers at eleven locations. The mission of Peak Vista Community Health Centers is to provide exceptional healthcare for people facing access barriers.

Peak Vista utilizes a combination of Coastal's ClarityNet® online courseware and the C3® (Custom Course Creator®) to customize courses focusing mostly on mandatory refresher training on required compliance courses.

The Organization

Peak Vista Community Health Centers
Location: Colorado Springs, Colorado
Services Provided: Medical, Dental and Behavioral Health
Number of Employees: 445
Contact: Dee Hylton, Benefits Specialist/
 Training Coordinator

The Challenge

Peak Vista wanted a more efficient way to deliver annual staff training. The two main objectives to be accomplished were to eliminate travel time for instructors to travel to multiple locations in and outside of the city and to establish a paperless system that would maintain a digital record of their employee training certificates. This health center was ready for an upgrade to a system that could customize, deliver, document and manage training from any browser, anywhere, anytime.

The Solution

Implement online learning courses to facilitate valuable instructional content delivered anywhere, anytime with the Coastal eLearning System.

The Result

After researching and reviewing six e-learning systems from different organizations, Dee Hylton decided to implement ClarityNet® online courses via the Coastal eLearning System. Peak Vista employees are receiving training on topics from infection control to harassment that's comprehensive and meets the regulatory requirements for their organization.

Resolution

The Coastal eLearning System features interactive, customizable content that can meet a healthcare facility's specific training needs. ClarityNet® interactive courses are delivered via the award-winning and user-friendly e-learning courseware that brings training to life with compelling video. It delivers courses that incorporate instructional design elements, superb audio and high-quality graphics – all designed to increase retention. Toggle exercises, click-and-drag, multiple-choice questions and self-checks help to ensure mastery of the subject matter.

“Our managers love the Coastal eLearning System because they have administrator rights that give them the ability to look and see who among their employees has completed training. They aren't calling me to see if a person has completed their training, and I am not calling them either.”

Dee Hylton
 Benefits Specialist/Training Coordinator
 Peak Vista Community Health Centers
 Colorado Springs, CO

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The C3[®] (Custom Course Creator[®]) can leverage a facility's-specific assets – audio, video, text and graphics – to create custom courses. It uses a wide variety of storyboard screen types for introduction, motivation, instruction and feedback. Self-checks and post-tests to assess employee competency can be incorporated. Dee likes that she can design unique courses for her organization and edit the courses eliminating content and videos that are not required.

The foundation of the Coastal eLearning System is the Coastal Learning Management System (LMS), which allows trainers to centralize, control, assess and document progress. It tracks user data automatically, generates a variety of reports and helps measure training outcomes through built-in pre- and post-training assessments. The Coastal LMS allows delivery at different bandwidths and provides 24/7 courseware access from any Internet browser.

Peak Vista Community Health Centers is one of more than a thousand facilities who are successfully using the Coastal eLearning System and ClarityNet[®] online courseware to deliver and improve employee training programs with measurable results.

Key Benefits of the Education Program

1. **24/7 Access:** The Peak Vista staff has the flexibility to train at their leisure. ClarityNet[®] online courses can be played at any time on any computer – making it a lot easier to complete employee training at their various locations while reducing travel time for trainers. Dee says, “Physicians who are often too busy to come to face-to-face training sessions are catching up and completing training online.”
2. **Testing Feature:** ClarityNet[®] courses include questions after each segment to test employee knowledge. Peak

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Vista staff can use the ‘test out’ feature to save time; employees who pass the pre-test don't have to re-take the course.

3. **Tracking and Reporting via the Coastal Learning Management System (LMS):** Whenever an employee completes a course, the Coastal LMS keeps a record of it.
4. **Video-Enhanced eLearning:** ClarityNet[®] courses contain high-impact video to make the subject matter more compelling.
5. **Customization Capabilities:** The CustomEase[®] functionality gives users the opportunity to add original content and modify content. Dee says, “Being able to adapt the existing courses saves a lot of time because the courses are well-done and only need a bit of tweaking to make them specific to the person's job description.”
6. **Easy-To-Use Navigation:** The Coastal LMS is easy to use and navigate.
7. **Technical Support:** Toll-free access to Technical Support 24 hours/day, 365 days/year.

The DuPont[™] eLearning Suite is the next generation of the Coastal eLearning System. The Learning Management System, which is the foundation of the DuPont[™] eLearning Suite, won *Occupational Health and Safety* magazine's 2011 New Product of the Year Award in the online category.