ABSTRACT (CLICK TO EDIT)

• With myPATH’s implementation in early 2013, managers and educators eagerly anticipated an online system that would collate all opportunities for employee training, saving them time and providing up-to-date, accurate records. Yet, more than a year after it’s roll-out as a learning management system (LMS), myPATH continued to perplex the nursing leadership in Patient Care Services (PCS). Inconsistent methods and a lack of understanding led to inconsistent results and a lack of trust in the system. Recurring and centralized annual training assignments made isolating specific issues difficult. Frustrated educators clung to their paper records.

• Today, decentralizing, demystifying, standardizing and streamlining our processes puts Patient Care Services on the path to successful management of employee training.

DEMYSTIFY: RESOURCES CUSTOMIZED TO PATIENT CARE SERVICES

Key First Steps: We Didn’t Know What We Didn’t Know

• Convene PCS myPATH Advisory Board to identify issues
• Create part-time role for a PCS-myPATH liaison
• Stop recurring proxy enrollments until confident we have identified pitfalls
• Dive deep for root causes. Don’t just fix the immediate problem
• Use Pilot environment to test new training before going live
• Decentralize training assignments so users spend more time in myPATH

Disseminate Lessons Learned

• Provide drop-in sessions for PCS Local Learning Agents (LLA) to support training assignments
• Teach our way through PCS myPATH class
• Provide step-by-step pictorial guides for most common actions in myPATH
• Provide A Practical Guide to myPATH. Explains how myPATH works & implications for assignments and reports
• Send regular announcements: This has changed and this is what you do/don’t need to do

INTRODUCTION: TRACKING EMPLOYEE TRAINING

DECENTRALIZE AND DEMYSTIFY

STANDARDIZE & STREAMLINE

• Move from a manager-dependent access system to use of Groups for assignments and reports
  • Groups are dynamic, employees move in and out automatically
  • Can create standing assignments for new hires
• Streamline and decentralize assignment process for annual and orientation training
• Create ‘Key words’ to facilitate searching for content
• Integrate or eliminate quizzes wherever possible.
• Push customized ‘Due Next Week’ and ‘Past Due’ reports to managers and local learning agents
• Purchase tablets to facilitate completion of checklists in real-time by preceptors and educators.
myPATH: Learning to Manage the Learning Management System
Jean M. Campbell, RN, MS; Laurie Bloom, RN, MA; Patient Care Services myPATH Advisory Board; Patient Care Services Competency Committee; Jessica Laverty, MEd; Bonnie M. White, BS, MEd
Beth Israel Deaconess Medical Center

RESULTS

<table>
<thead>
<tr>
<th>Before</th>
<th>After</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assignments</td>
<td>• Search for each training title by name, one at a time</td>
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<tr>
<td>Past-due emails &amp; reports</td>
<td>• Manager received email for each overdue training within the department. One manager received &gt;600 in a day!</td>
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<tr>
<td></td>
<td>• Search for keyword to retrieve most commonly assigned training for particular job code &amp; unit combination</td>
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<tr>
<td></td>
<td>• Push customized report with a summary of past due training.</td>
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<td></td>
<td>• Recipient selects delivery.</td>
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<td></td>
<td>• Push ‘due next week’ reports to target educators’ efforts to support staff in completing assignments.</td>
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PROVIDING THE RIGHT TOOLS: TABLETS FOR CHECKLISTS

Old Process
- Print Checklist. Multiple sources.
- Observe and complete paper checklist. Give to LLA.
- LLA completes checklist in myPATH.

New Process with Better Tool
- Log into myPATH on tablet
- Preceptor completes checklist in myPATH in real time

NEXT STEPS
- Expand the content and types of training that is captured in myPATH.
- Create PCS myPATH User Group to direct ongoing usage of myPATH.
- Share lessons learned with other departments.
- Work with content owners in other departments to streamline training that also applies to PCS employees.
- Continue to incorporate and eliminate tests as trainings are revised.

CONCLUSIONS
- Understanding how a program works is key to making it work for you.
- It is not enough to solve individual problems in the moment; ask “why” to prevent them in the future.
- Moving to an electronic system reveals inconsistencies in our own systems.
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A Practical Guide to myPATH: Table of Contents

Contents
Employee Status and myPATH ......................................................... 2
New Hires and myPATH ................................................................. 2
Travelers and myPATH ................................................................. 2
Employee on leave ........................................................................ 2
Employees in second jobs or picking up iShifts ............................ 3
Groups for LLAs ........................................................................... 3
Edit the New Hire Group ............................................................... 4
To create a new hire group ............................................................ 5
Proxy Enrollments for LLAs ......................................................... 5
Getting started with proxy enrollments ...................................... 5
Enrollment options for orientation .............................................. 8
Enrollment options for annual training due at the same time for all employees .................................................. 9
Enrollment options for annual training based on evaluation date ................................................................. 11
One-time training/mid-year additions ......................................... 12
Proxy enrollment maintenance .................................................... 13

Reports
Manager’s View ........................................................................... 14
Local Learning Agent View ......................................................... 15
Training Progress Pie Chart (Manager & LLA) ................................. 15
When to use this ........................................................................... 15
How to run this ............................................................................ 16
Past Due (LLA) ............................................................................. 18
When to use this ........................................................................... 18
How to run this ............................................................................ 18
Employee Transcript ..................................................................... 19
When to use this ........................................................................... 19
How to run this ............................................................................ 20
Enterprise Training (Manager and LLA) ........................................ 23
When to use this ........................................................................... 23
How to run this ............................................................................ 23
Validating a checklist .................................................................... 24
Creating new training .................................................................... 26
Top tips for success in managing training on myPATH ...................... 26
Icons and actions you should know ............................................. 27
New Hire Training Assignment: Select These Options

- Dynamic because hires start at different times. This assignment will go to them as they enter your new hire group.
- Immediately so it goes to them as soon as they start.
- It's a relative date because new hires start at different times.
- Use 80 days for a 12-week orientation, 56 days for an 8-week orientation, or shorten to the norm for your unit.
- Consider a due date at least a week before the end of orientation.

Annual Training Assignment: Select These Options

- Standard because this is just going out once.
- If you don't Force Initial Enrollment, it will not be assigned to those who have completed this in previous years.
- Chose a specific date or set the time frame from Date Assigned, but set a due date!
- Otherwise, it will never be Past Due and won't show up in your reports.

- Step-by-step guides to facilitate proxy enrollments.
- Provide reasoning and things to consider.
Nursing Support in myPATH

This support site is designed specifically for the nurse population. Here you can find customized help documentation to assist you manage your staff's training needs via myPATH.

Featured myPATH Guides
Making it Work for Local Learning Agents (LLA) and Managers
- A Practical Guide to MyPATH
  - Keyword Grid

Assigning Training
Are you currently an LLA and need to assign training? (annually or to specific nurses)
- Proxy Assignment Directions
- Manager Assign Training Directions

Annual Assignment Directions
Are you assigning your training based on evaluation date?
- Annual Proxy Enrollment based on evaluation date
- Proxy Enrollments for Orientation

Instructor Led Training (face to face)
Want to create face to face training session in myPATH?
- Creating an Event Directions
- Creating Sessions Directions

Want to manage the roster of nurses who attended your face to face training?
- Managing a Roster Directions

Removing or Exempting Training
Are you currently an LLA and need to remove training that was incorrectly assigned?
- Training Removal Directions
Are you a manager or LLA who needs to exempt a nurse from training?
- Training Exemption Directions

Observation Checklists
Do you need to verify/validate an Observation Checklist for another nurse?
- Validate an Observation Checklist
Do you need to create a new Observation Checklist?
- Contact the myPATH Team

Running Reports
Are you a manager? Do you need to run a report on a specific training report for your nurses?
- Training Progress Pie Chart
Do you need a more flexible report? A report that you can customize?
- Enterprise Training Report
Are you a manager? Do you want to learn more about other reports?
- Manager Reporting Tools
Wondering how often reports are updated?
- myPATH Reporting Schedule

General myPATH Information
Have questions about terminology used in myPATH?
- myPATH Glossary
Need a direct link to a course in myPATH?
- myPATH Direct Course Links
Training requirements differ for new hires and current employees as orientees must complete a number of one-time trainings.

This chart shows the impact of two specific changes on the steps required to assign training to new hires and annual training:

- Creating keywords for different job codes and work areas to facilitate search. Searching for the keyword for one category returns most if not all of the required training. LLA then selects from customized search results.

- Integrating tests with the training reduces the number of individual items that need to be assigned. It also improves the end user’s experience.