Sustain high quality of care

Healthcare reform is driving a major evolution in how the industry manages care, documentation, accountability, and payment. With the care continuum extending well beyond your organization’s walls, employees’ roles are changing, new roles are being created, and more non-employed members of the care team are impacting your organization’s ability to reduce readmissions, improve quality of care, and drive reimbursement rates. It’s more important than ever to ensure that all members of your extended care delivery team—whether they are within or outside your organization—have the right skills to be highly effective in their roles and deliver the highest quality of care.

You can meet these challenges with Infor® Learning Management for Healthcare, and focus your development efforts and dollars on the key competencies, skills, and safety and compliance requirements that are critical to improving patient outcomes and driving organizational success. By helping to ensure effective learning, you’ll keep pace with the healthcare evolution and prepare all members of your extended care delivery team for the future today.

Learn with an experienced partner

With more than 25 years of experience meeting the needs of healthcare organizations like yours, Infor helps over 4,000 healthcare customers in more than 30 countries. Infor’s extensive healthcare, human capital management, and learning management experience means that we’re in a unique position to understand the pains that healthcare organizations like yours are experiencing in this era of reform, and we’re committed to providing solutions that address these challenges.

Transfer knowledge faster

Sharing information efficiently is critical during this period of rapid change in healthcare. Not only do you need to deliver training that meets safety and compliance training requirements, you also need to transfer time-sensitive knowledge and evidence-based practices to keep your care team members current with their changing roles.
The opportunity to learn from one another is one of the most effective and efficient ways to encourage and support “top-of-license” practice at a time when you must manage demands against productivity, cost of care, and talent shortages as a part of your workforce strategy. If you don’t have efficient knowledge sharing processes in place, your organization is at risk. Gaps in regulatory, safety, and compliance information can result in liability; subsequently, inconsistent care practices can result in lower outcomes at a higher cost.

In our mobile culture, your care delivery team members have high expectations about knowledge transfer. They expect easy access to engaging content and the opportunity to collaborate in real time. With Infor Learning Management for Healthcare, you get mobile and social learning solutions that meet your organization’s objectives, and satisfy your care team members’ desires for responsive, intuitive, and accessible information sharing using the tools they prefer.

Extend your reach

Whether you are a member of an accountable care organization or just collaborating with others to coordinate care across the continuum, you need to reach every member of the care delivery team—whether they are employed by your organization or not—to ensure they are consistently using evidence-based care practices to provide the best care possible. Patients and community members also play an important role in managing their own health. With Infor Learning Management for Healthcare, you can extend your organization’s knowledge about patient care and overall wellness to everyone in the care continuum, including patients themselves.

You’ll have the flexibility to create, share, reuse, and repackage content to make different versions of e-learning for different audiences in different contexts. You can even apply different branding and user experiences for different audiences, including e-commerce capabilities to collect payments for online and classroom-based learning registrations. With the Infor Learning Management for Healthcare solution, you can deliver strategic learning within and beyond your four walls and help drive performance and productivity throughout the various facilities and groups within the care continuum, as well as support wellness initiatives within your communities.

With Infor Learning Management for Healthcare, you can:

- Improve outcomes and reduce readmissions by ensuring adherence to evidence-based care practices.
- Identify skills gaps to focus development dollars and efforts.
- Lower inappropriate utilization of care delivery services.
- Reduce the cost of care by improving the collaboration of care.
- Improve employee engagement with just-in-time, collaborative mechanisms for sharing knowledge.
- Optimize your care team’s capabilities and reduce costly turnover.
- Integrate and synchronize development planning and learning with your talent management processes.

Deliver rich training

Whether you’re improving adoption of evidence-based standards, training new members of the extended care team, or ensuring compliance, you can easily deliver rich, interactive learning and information dissemination at a moment’s notice. With Infor Learning Management for Healthcare, you can provide seamless access to all learning—proprietary courses, off-the-shelf content, classroom-based learning, pre-learning, on-demand resources, and more—to ensure care team members are properly doing their jobs, as well as developing to their full potential. You can even empower them to manage their own development to drive performance aligned to your organization’s goals.

You get tools for:

**Learning management system (LMS) and learning content management system (LCMS) integration**—Create, publish, deliver, manage, and track proprietary and off-the-shelf learning content with a single platform.
**Mobile learning**—Improve speed to competency, and reduce learning cost and time by bringing information and knowledge to the extended care delivery team—where and when they need it. They can interact with learning via any major mobile device (such as smartphones and tablets) for learning on-the-go and on-demand.

**Social learning**—Create blogs, wikis, videos, forums, and podcasts to enhance learning. Allow networking, collaboration, and informal learning to all use the knowledge of many (instead of a few) and support learning objectives. You can even increase engagement and improve the value and impact of learning by embedding social collaboration, networking, and resource sharing opportunities directly within courses and curriculums.

**Certification and compliance management**—Allow robust certification management and tracking. Capture external training and/or certifications to more accurately reflect employee profiles for increased insight into every employee’s skills and credentials. Ensure compliance with your organization’s programs and safety and regulatory requirements.

**Learning portal**—Manage the gateway to the enrollment, certification, and learning activities within the system. Establish multiple portals for different audiences with a single installation.

**Content authoring**—Transform any subject matter expert into a cost-cutting power user. Content authors can quickly create, update, and localize effective and engaging media-rich e-learning content. HTML5 eLearning templates automatically adapt your content to different screen sizes on mobile devices. Allow your learners to interact with their content from laptops and smartphones, or even when they’re offline.

**E-commerce**—Turn your learning department into a profit center. Allow learners to purchase your online courses and instructor-led training via credit card or account.

**Reporting and analytics**—Generate ad hoc reports and view analytic dashboards to measure the impact of learning activities. Enable definition and tracking of Continuing Education providers and rules to ensure increased education compliance and maintenance of certifications. Access real-time information and gain insight into what users are learning by viewing their session activity and scores.

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“**Infor Learning Management for Healthcare** gives us the flexibility to meet the round-the-clock needs of a busy urban hospital. Our health care providers can access training anytime, anywhere, and from any device, including smartphones.”

—Juan Barrientos, Research Education Manager, Lutheran Medical Center

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**Administration**—Manage, schedule, and assign courses, dates, locations, attendees, and authors. Provide registration, scheduling, and certification for all of your training courses. Create and distribute custom evaluations and surveys. Assemble distribution groups and customized rules to automatically deliver content to exactly the right medical personnel at the right time while easily tracking your learners’ completion statistics. You can even run dynamic queries on the learning database through a browser.

**Web integration**—Connect Infor Learning Management for Healthcare with other applications, such as your human resources and talent management systems, to deliver personalized learning solutions. Automate access and manage data for users, levels, curriculum, and courses.

**Rapid deployment**—Achieve fast implementation, reduced cost of ownership, and minimum upfront investment through our software-as-a-service (SaaS) model. Leave IT infrastructure, updates, upgrades, and maintenance to Infor and focus on your mission to drive productivity across the extended care delivery team with maximum efficiency.

**Reap the benefits**

With Infor Learning Management, you’ll be able to:

**Simplify content creation and dissemination**—Quickly create your own effective interactive learning and assessments (with no programming experience required); easily deploy off-the-shelf content; and seamlessly make existing documents, videos, and other resources available through a single learning portal. Subject matter experts can quickly become course authors who can update information in real time.
Learners can be more self-reliant and learn on their own schedules because all learning materials are gathered in one place. You can automate distribution and target specific user groups automatically by assigning special attributes to learners and content within the system.

**Encourage collaboration**—With Infor Learning Management for Healthcare, learning is no longer limited to the classroom or the individual. Your learners are empowered to take their experiences and understanding and become active participants and contributors. They can share knowledge by posting blogs, organizing events, sharing videos and multimedia, and much more. Social collaboration is integrated into the learning process to allow for meaningful collaboration, to enrich learning, and to drive the transfer and creation of vital knowledge across the extended care delivery team.

**Align development to organization results**—Help ensure that care team members meet required competencies, development goals, and compliance and certification requirements with built-in, multi-rater assessment tools. Managers can use this information to create personal learning paths that identify appropriate training activities to close skill gaps.

**Meet mobile demand**—Use smartphones and tablets to provide the extended care delivery team with mobile access to all the knowledge they need to succeed. Learners can use the devices they carry with them at all times to access essential information.

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With Infor Learning Management for Healthcare, you can focus your learning and development efforts and dollars on the key competencies, skills, and safety and compliance requirements that are critical to improving patient outcomes and driving organizational success.

You’ll have greater agility to respond to changing conditions more rapidly, so your organization can deliver better quality of care more effectively.

**Reduce the cost of care**

In today’s environment of ongoing change in healthcare, it’s more important than ever to ensure that your extended care team has immediate access to the timely knowledge and information they need in order to effectively and efficiently deliver high quality care. With Infor Learning Management for Healthcare, you’ll have the tools you need to help improve outcomes, reduce readmissions, lower inappropriate utilization of care delivery services, and reduce the cost of care across the entire care continuum.

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**About Infor**

Infor is fundamentally changing the way information is published and consumed in the enterprise, helping 70,000 customers in more than 200 countries and territories improve operations, drive growth, and quickly adapt to changes in business demands. To learn more about Infor, please visit www.infor.com.

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