EMPOWER EMPLOYEES & MANAGERS WITH PERFORMANCE & LEARNING MANAGEMENT INTEGRATION
“We felt that the integration between HealthcareSource Performance Manager® and NetLearning® was a great opportunity to give employees easy access to their evaluations and training requirements, as well as to offer more efficient processes to managers.”

Jan Wright
HR Staff Development & Training
Great Plains Health

For at least a decade, organizations have wanted to integrate performance and learning management processes.

In a survey conducted by Bersin by Deloitte®, 69.3% of respondents said that integrating learning management and performance management systems was “very valuable” or “highly valuable.”

Over time, technology has caught up with this vision and the benefits of integration can now be quantified. Research shows that organizations that effectively integrate performance and learning management are:

- Three times more likely to have strong employee results
- Five times more likely to have strong talent management results
- 100% more likely to have strong business results

Industry analysts have found that in today’s talent management technology market, organizations prefer to buy integrated talent management suites, rather than standalone products.
Performance and learning management integration ensures that organizations are “survey-ready.” Both talent management processes are monitored by accreditation and governing bodies like The Joint Commission and the Centers for Medicare and Medicaid Services. During audits, it’s easy to pull requested information from one unified system.

Since more and more companies, including healthcare organizations, are moving to models of performance-based, continuous learning, managers must reinforce the need to learn through performance evaluations. In addition, employees should be more empowered to manage their learning and career paths, and newly acquired expertise is rewarded and valued. The value for senior leaders is compelling:

- Performance and learning management integration ensures that organizations are “survey-ready.” Both talent management processes are monitored by accreditation and governing bodies like The Joint Commission and the Centers for Medicare and Medicaid Services. During audits, it’s easy to pull requested information from one unified system.
- When learning and performance management are closely linked, there is greater visibility into training’s impact on performance and employee competencies.
- Organizations have greater assurance that their training investments have the desired impact on employee and organizational performance.

Learner Benefits of HealthcareSource Performance Manager and NetLearning Integration

When performance management and learning management are integrated, employees feel empowered and have more control over their careers. Through performance appraisals, they can see gaps in their learning and then work either with managers or independently to create a development plan to address those gaps. Once learning has been completed, employees have visibility into their completed goals.

“The integration between Performance Manager and NetLearning provides our employees with one-stop access to their 90 day and annual evaluations, as well as their required training and competency checklists,” said Wright. “The unified look and feel simplifies the experience for employees and increases the likelihood they will use the system.”

Employees now can use the HealthcareSource suite login to access learning and performance functionality and features. This single suite login is configurable so users see exactly what is relevant for them. For example, non-employee users like contract workers or off-site physicians can be given access to NetLearning while being restricted from accessing Performance Manager.

Employees, on the other hand, can enroll in courses that are appropriate for their needs right from the “My Folder” tab in Performance Manager.
“We try to streamline processes for our managers. Today, if managers are in Performance Manager, they can simply click a button to print NetLearning reports for their employees. They no longer have to login to the system separately as a manager.”

Jan Wright
HR Staff Development & Training
Great Plains Health

Employees can also keep track of courses that are assigned to them, as well as training they have completed.
Improve Learning Management with a Vast Collection of Education and Robust Competency Management

Professional education is a keystone of employee re-licensure and re-certification, as well as common mandatory education requirements. Developing courses and supporting materials, however, is time-consuming for healthcare education and training teams. *HealthcareSource eLearning Library℠* provides more than 4,000 courses, advanced certification opportunities, leadership development, and professional development courses. As managers and employees work together to create individual development plans, a wide array of offerings from multiple providers are available to address performance gaps. In addition, courses are available to fulfill on-going educational needs like BLS, ACLS, and PALS certification from the American Heart Association, and HIPAA, The Joint Commission, and corporate compliance mandatory education.

Leveraging a library of healthcare-specific, online learning opportunities that can be pre-loaded into NetLearning for quick delivery can save time and valuable resources. When Great Plains Medical Center rolled out their compliance education program through NetLearning, with eLearning resources from the HealthcareSource, they freed up 2,400 hours across all clinical hours, saving them over $150,000 annually.

Managing nursing and staff competencies is also critical for compliance. When competencies are integrated into learning management, administrators have a holistic approach for defining education and assessment requirements and staff have one place to go to fulfill those requirements.

Healthcare organizations that purchase *HealthcareSource NetCompetency®* (an optional NetLearning module) get access to a pre-defined competency library with 2,000 healthcare competencies that cover 9,000 skills. Managers can validate competencies through demonstration, verbalization, direct observation, and employee provided evidence. In addition, robust reports document competency completion and managers can pull remedial action reports if competencies are not met. This information is critical when providing surveyors from organizations like The Joint Commission and other accrediting bodies with the necessary information on competency completion rates.
Manager Benefits of Performance Manager and NetLearning Integration

When learning is a seamless part of performance evaluations, it’s easy for frontline managers to create employee development plans based on performance objectives. With one single system for managing performance and learning, both ease of use and system adoption increases.

From Performance Manager, supervisors can instantly access employees’ learning information and enroll employees in learning activities that will help them perform their work more effectively. During an appraisal, managers can view the employee’s current and completed enrollments with a click on the “Learning” link. This enables managers to create new learning goals for their teams based on the latest information.
The +Classroom and +Curricula Widgets Empower Managers and Learning Administrators

It’s also possible to instantly enroll individual employees or groups of employees in learning activities from Performance Manager. The +Classroom widget gives managers the power to enroll employees in classroom-based learning activities, view enrollment for scheduled and completed classes, mark classes as recorded or complete, and assign credits for completed classes. The +Curricula widget makes it possible to enroll employees into a group of courses or classes. These widgets are designed to make learning requirements and opportunities a cohesive part of the performance management process.

Frontline managers aren’t the only ones who benefit from the integration between Performance Manager and NetLearning. Learning administrators and educations also see advantages. With a unified system, the learning team has greater visibility into the types of training gaps that exist within the organization. This data enables them to plan more effectively when it comes to obtaining and delivering additional education.
Compensation and the Merit Cycle: The Benefits of Integration with Performance Management

Many organizations use spreadsheets to manage compensation and the merit cycle. The process is cumbersome and fraught with error. Integrating compensation with performance management is a better approach. HealthcareSource Compensation handles all three phases of the merit cycle and makes compensation a seamless part of the performance management process.

1. **Launch.** Rather than distributing spreadsheets for every department, the compensation cycle, guidelines, and exception rules are entered once into the performance management system. Access controls ensure that managers only have access to compensation information for their team.

2. **Control.** Compensation analysts no longer have to track down the status of managers’ spreadsheets. Instead, they can run status reports. Since the system handles rules and exceptions, exhaustive line-by-line reviews of data is unnecessary.

3. **Close.** The close phase of the compensation cycle is dramatically simplified. No more merging of individual department spreadsheets into one organization-wide, centralized file. Compensation data now resides in a secure, centralized database and an interface can be sent to payroll with approved pay adjustments for employees.

Appraisal ratings automatically flow to Compensation, which simplifies life for the frontline managers. At the same time, compensation managers and analysts have a consistent view over the entire organization, enabling them to track status and keep the compensation cycle moving. HealthcareSource Compensation can be delivered as an optional Performance Manager module or a standalone system.
Conclusion

Building a bridge between organizational development initiatives and learning management benefits employees and leaders at all levels of the organization. When performance management and learning management are integrated, executives can rest easy that their teams are survey-ready and that investments in training are linked to employee goals and objectives. With a unified solution for appraisals and development plans, frontline managers have a seamless and user-friendly experience at evaluation time and throughout the year. Employees experience a greater sense of empowerment over their career paths, as they see the link between performance objectives and the education they need to attain to achieve those goals.

Schedule a Conversation with us to learn more about managing performance and learning with HealthcareSource.

Schedule a Conversation
About HealthcareSource

With more than 2,300 healthcare clients, HealthcareSource is the leading provider of talent management solutions for the healthcare industry. The HealthcareSource Quality Talent Suite℠ helps healthcare organizations recruit, develop, and retain the best workforce possible in order to improve the patient and resident experience. The company’s cloud-based talent management solutions include applicant tracking, behavioral assessments, reference checking, employee performance, compensation, competency and learning management, and eLearning courseware. A private company focused exclusively on the healthcare industry, HealthcareSource consistently earns high marks for client satisfaction and retention. KLAS Research recently named HealthcareSource a category leader for Talent Management for the third consecutive year, in addition to recognition in Healthcare Informatics 100, Modern Healthcare’s “Healthcare's Hottest,” Inc. 500|5000, Deloitte Technology Fast 500, and Becker’s “150 Great Places to Work in Healthcare” list.