

DALLAS NEPHROLOGY ASSOCIATES (DNA) eLearning Case Study



Dallas Nephrology Associates is one of the nation's largest groups of practicing Nephrologists. DNA is a professional medical association consisting of physicians and other vital support staff, including nurse practitioners, physician assistants, nurses, laboratory and x-ray technologists, dietitians, social workers, technicians, and research staff.

David says, "This type of training is so much better than what we had, it's easy. The cost is reasonable. It took some time to get buy in from staff but now they are getting more involved. People are familiar with the online training method now and enjoying it."

A challenging situation occurred when a physician wouldn't complete the online courses. David had to find a way to encourage this individual to take the courses. He found that withholding a bonus check was enough encouragement to ensure the course was completed.

The Organization

Dallas Nephrology Associates (DNA)

Location: Dallas, Texas

Services Provided: Nephrology and Internal Medicine

Number of Employees: 320

Contact: J. David Knop, Director of Human Resources

The Challenge

After many years of training with videos and DVDs, this medical practice, (including non-clinical, clinical and physician groups), was ready for an upgrade to a system that could deliver, document and manage training from any browser, anywhere, anytime.

The Solution

To implement ClarityNet® online learning courses with the ability to develop unique training courses with Coastal's C3® (Custom Course Creator®).

The Result

Dallas Nephrology professionals have adapted well to this method of training. The module self-checks and exams ensure that everyone learns the information before completing each course.

David is planning on adding more titles from DuPont Sustainable Solutions' ever expanding library of topics for Healthcare.

He says he has been very satisfied overall with the ClarityNet® online learning courses and the Coastal eLearning System.

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Resolution

The Coastal eLearning System features interactive, customizable content that can meet a facility's specific training needs. Self-paced ClarityNet® 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 ensure mastery of the subject matter.

The C3® (Custom Course Creator®) can leverage 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.

The foundation of the Coastal eLearning System is the Coastal Learning Management System (LMS), which allows trainers to centralize, control, assess to 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.

Dallas Nephrology Associates is one of more than a thousand facilities who are successfully using the Coastal eLearning System, ClarityNet® online courseware and the C3® (Custom Course Creator®) to improve employee training programs with measurable results.



“ClarityNet® online learning courses require staff to actually learn and understand the content and some people thought it was ‘harder’ than what they had been required to do previously. ClarityNet® courseware forces them to learn.”

J. David Knop
 Director of Human Resources
 Dallas Nephrology Associates
 Dallas, Texas

DuPont Sustainable Solutions

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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.