

TOTARA LMS HELPS THE MENNINGER CLINIC STREAMLINE TRAINING TO INCREASE EFFICIENCIES

AT-A-GLANCE

CUSTOMER'S BUSINESS:

Online education and compliance tracking for psychiatric treatment and research

OPPORTUNITY: A single solution for three distinct audiences and their learning paths, which could be accessed by their global audience anywhere and at any time

SOLUTION: Totara LMS, Zoola Analytics, Totara Expert Application Support, Totara Training, Totara Cloud Hosting

RESULTS: Improved tracking of compliance and increased user adoption in a single intuitive system



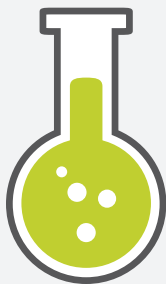
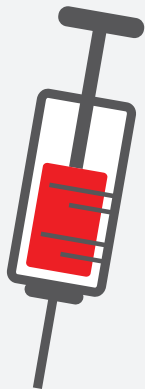
ABOUT MENNINGER

Menninger is a world leader in psychiatric treatment, research, and professional education. As a specialty psychiatric hospital, Menninger treats adults and adolescents with severe mental illness.

Menninger is one of the nation's top three psychiatric hospitals according to U.S. News & World Report. They've been treating individuals with complex mental illness, including severe mood, personality, anxiety, and addictive disorders since 1925.



TRAINING FOR 500+ employees



THE CHALLENGE

Before Lambda, Menninger faced some labour challenges. There is a serious supply and demand problem in behavioural health services at the moment. On average, 1 in 4 people need behavioural health services at any given time, and the wait time to see a practitioner is 2-2 1/2 months. The challenge this posed for Menninger, was finding a method for training delivery that allowed them to train more people, faster.

Before switching to a cloud hosted solution, Menninger was using in-person, paper and pen sessions, to deliver and manage training to their 500+ employees. Excel spreadsheets would be emailed individually to managers, to let them know which employees had completed training and certification, and which employees needed to be re-certified. The entire process was very time consuming, taking up 2-3 hours a week to track this documentation, and communicate the results to training managers. The time began to cost them—record management became so time consuming that it only allowed them to do the bare minimum. They weren't able to dedicate any time to training management.

The other challenge Menninger faced was reaching their three audiences—employees, external learners, and patients and family. The external audience was the most challenging of the three to reach, because it's spread across the globe. Menninger sponsors in-person conferences for educators around the world, and as the premier teaching hospital in the United States, they get learners and professionals from across the U.S., Canada, Mexico, and Europe who are interested in attending. Menninger had been asked for years to record their training sessions and provide them online, to make them more accessible to their audience, so that people could take courses online at their convenience.



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THE SOLUTION

Knowing that they needed a learning management system to centralize training management, and reach their global audience, Menninger began looking into vendors. Every company they looked at allowed them to serve their employees and patients, through single sign-on and other integration features.

What set Lambda Solutions apart, was that they were the only vendor that allowed Menninger to serve all three of their audiences. Lambda was the only solution that could allow Menninger to authenticate different authentication sources, and allow them to provide different material to specific audiences. As well, Lambda was the only vendor who was able to show Menninger exactly what they could do for them, during the demonstration. "Lambda showed us, right there in the middle of the demo, how they could help us achieve the requirements on our list," recalls Tina Baugh, Director of Information Technology at Menninger.

Security and compliance was also a very big issue for Menninger, as it is for any healthcare organization. The confidentiality of patient records, as well as the management of employee training and certification (some certifications need to be taken as frequently as every 6 months). Lambda was the only organization that complied with security requirements, such as HIPAA.

"We could not do any of what we're doing right now, without Lambda's online learning solution," Tina says.



“Lambda showed us, right there in the middle of the demo, how they could help us achieve the requirements on our list.”

TINA BAUGH
Director of Information Technology

RESULTS

Easy, Intuitive System

Tina loved how user friendly Totara was. "It was just so easy, and so intuitive - there was nothing to learn! Everything we need is on one central place, and it takes you where you need to go, you don't have to remember anything." Some of the solutions her team looked at before choosing Lambda required an app or third party application that you needed to download, so she was thrilled when she found out Lambda's Totara platform was a turnkey solution. "It didn't matter what platform they were on, whether they were working on an iPad, or a laptop—it always worked."

Increased User Adoption

Since their LMS was launched, the success rate of Menninger's courses has been exceedingly high. "We had almost 90% of our organization complete their first course within 30 days, and we had less than 10 support calls in that time."

Compliance and Assessments

Compliance is critical for the operation of any hospital, and Totara has really helped Menninger in this department. Managers get automated emails with progress reports for each learner, so they know how each individual is doing. Managers can also login to the system and see a report of how their team is doing in the compliance program. "We don't have to send those emailed reports anymore, they are automated—so that's saved us a lot of time."

Support, and Partnership

"With Lambda, it is a true partnership. It's ongoing support, making sure we're getting value out of our solution." Tina appreciated that Lambda used their whole team, and everyone's individual expertise and knowledge, to answer any question they might have. "As soon as we call, we get help - If we're not getting the answer we need, people get pulled in from different teams until we get our answer." Tina also loved the treatment of her team. "Everyone has always treated us like Kings and Queens and it's greatly appreciated. We're delighted with the solution."

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TINA BAUGH
Director of Information Technology

ABOUT LAMBDA SOLUTIONS

As an LMS solutions provider, Lambda Solutions manages, hosts and supports some of the world’s largest Learning Management Systems, helping to deliver online learning and training for over one million users.

We’re different because we’re data-driven - we built Zoola Analytics to extend and enhance the reporting capabilities Moodle and Totara LMS. With access to all learning data, you can drag-and-drop to create reports on any aspect of learner and course activity - in minutes.

Lambda Solutions also provides LMS training and certification, set-up/configuration, data migration and integration, and development services.

Contact our team

We want to talk to you if you’re looking for reliable Moodle or Totara hosting and support, or if you need customization and consulting for your existing system. Our solutions combine a choice of robust hosting platforms, seamless integration with your enterprise applications and friendly, easy to access support.

TOLL FREE +1.877.700.1118
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