



## CASE STUDY

NirvSystem Succeeds Where Others Cannot Deliver:

# MANAGING THE ENTIRE ONBOARDING CYCLE WITH JUST ONE SYSTEM



## Project Summary

With over 4000 health care learners entering the hospital annually, Sunnybrook Health Sciences Centre required an efficient and cost saving onboarding solution. Managing new learners each cycle required a large and detailed amount of work that tied up many of the hospital's resources. Resource allocation accompanied by the large influx of data often caused disorganization that lead to critical compliance issues and unnecessary onboarding delays.

## The Challenge

In order to provide the best learning environment to the new students, hospitals must prepare and plan in advance of their arrival. This, along with the regulations instituted by governing bodies, places a strong emphasis on compliance. It is therefore not surprising that the primary focus of a highly organized onboarding process is to ensure compliance with internal and external policies and procedures. In the end, hours of manual process time has been invested in each new learner before their training activities at the hospital can even begin.

**"One of the key disadvantages with our old process was that onboarding took up so much time and paper"-** says Manager, Medical Education. She went on to add **"Even when things were online, we needed to do a print screen to capture the information after it was filled in and then it was stored away in file folders".**

Another key concern for the hospital was the need for a system to keep track and manage new & returning learners as they move *within* the hospital - from access cards, scrubs, mask fitting, network IDs and locker assignments, to event schedules.

### SUNNYBROOK SUMMARY:

#Student/Learners:.....4,000

Time saved per Learner:.....80%

Number of Programs:.....32

## The Solution

Sunnybrook selected **NirvSystem** as their solution, to help ensure their onboarding process was efficient and compliant. NirvSystem not only created an unprecedented compliance rate, but the system also helped streamline other critical elements including **registration, policy agreements, schedules, hospital items, mask fitting** and **immunization**. NirvSystem has become the go-to system for busy education administrators and learners whilst supporting Sunnybrook's aim to help increase the capabilities of their workforce, develop better healthcare staff, and provide an exceptional learner experience.

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*“We love how our department works now and can't live without it, plus the learners have been giving us some big thumbs up when asked how the learning experience has been at our hospital.”*

- Manager, Medical Education

## Outcome and Insights

Sunnybrook's decision to partner with an experienced healthcare software company succeeded in making their onboarding and data management easy and efficient. In fact, NirvSystem has helped organize and positively impacted many other departments within Sunnybrook, such as Security, IT, Finance, Compliance, Linen, and Parking.

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*“When we contacted NirvSystem, we learned that they had been making education systems for the healthcare industry for over 15 years”.*

- Director, Interprofessional Education

## The Results

NirvSystem is now saving Sunnybrook Healthcare Centre time and money and allowing the Organization to further evolve their training while staying compliant. As one of our key users stated: **“I have a lot of confidence in our compliance and processes now, along with our solution partner who is always there to answer questions when we need them”.**

With their new functionalities and easy access to information, Sunnybrook admin staff can now see, in real time, their compliance rate for each new session. Time is no longer wasted tracking paper and manual processes to ensure all required tasks have been completed.

Learners are no longer required to spend an entire day going through the registration process and staff has been able to reduce onboarding from **1 entire day** to an average of **45 minutes**.

### THE DATA

NirvSystem reduced administration effort by as much as **80%**, from **10 FTE (Full-Time Employee) days** to **0.5 days** for a session onboarding **1,000 students**

## About NirvSystem

NirvSystem is a leading provider of healthcare learner management systems for medical education, nursing and allied health professionals.

#### For More Information

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