

## Health Education England Technology Enhanced Learning driving positive impact for patients with Insight.

Health Education England Technology Enhanced Learning (HEE TEL) provides over 500 elearning programmes to the healthcare workforce in England with its elearning for healthcare (elfh) offering.

Insight mapped HEE TEL's processes and created detailed job role personas for hosting its elearning infrastructure, designing educational content, and supporting end users with elearning.

### The Challenge

HEE TEL supplies online resources to the entire NHS health and care workforce in England through its digital platforms: the elfh hub, Learning Hub and Digital Learning Solutions (DLS). It's a vast undertaking. Two million registered users, including, but not limited to, registered and training nurses, midwives, doctors, anaesthetists, radiographers, paramedics and volunteers, and those in administrative and management roles, can access approximately 500 elearning programmes.

Education is absolutely key to keeping healthcare professionals up to date with critical skills and techniques. For example, during the COVID-19 pandemic HEE TEL delivered essential learning resources to volunteers as part of the nationwide vaccination programme.

The processes involved in delivering healthcare training on this scale are highly complex and dynamic, changing to keep pace with the needs of the health and care sector. The subject matter evolves constantly and access to the right learning content means that health practitioners can make a real difference to patients' lives.

The platform used to deliver elfh resources (elfh hub) had evolved over a 15-year period and involved many complex processes. With a view to streamlining processes and improving content delivery, HEE TEL asked Insight to help map the end-to-end processes across the platforms and content teams and undertake in-depth profiling of job roles to identify opportunities for continuous improvement and to ensure development activities continue to meet the training needs of the NHS health and care workforce.

In addition, HEE TEL asked Insight to complete an audit of the elfh content delivery processes.



### Quick Overview

HEE elfh delivers statutory and voluntary training to around two million healthcare practitioners in England through 500 programmes of learning.

HEE elfh aims to educate the current workforce to meet tomorrow's health and care needs by keeping clinicians trained in the latest skills.

Creating, delivering, and monitoring elearning content for such a wide array of healthcare roles can be challenging, so HEE elfh tasked Insight with auditing its processes.

- Insight audited the elearning infrastructure, educational content design and end-user support.
- The audit delivered consistent and robust processes so HEE elfh could better align its learning content with end user needs.
- HEE elfh now has a consistent process and continuity when personnel change.

"The professional and friendly approach of the Insight team with our colleagues was instrumental in ensuring participation from all collaborators to make sure all the necessary information was gathered. Working with the team from Insight has been a real pleasure from beginning to end."

Neil Ralph, Head of Technology  
Enhanced Learning, HEE TEL

## The Solution

Insight had a well-established relationship with HEE TEL as a supplier of immersive technology. As there was an existing framework agreement, HEE TEL asked Insight to conduct an audit of its processes, knowing that Insight already had a deep understanding of its business.

Insight prepared the audit by collecting information and exploring the context of the operations by talking to different members of the TEL teams. To fully understand the user experience, Insight also conducted learning management system walkthroughs.

To include each element of the elearning processes, Insight reviewed the building and maintenance of HEE elfh's hosting infrastructure, the design and management of the content and plans for supporting end users.

The next step was to design and administer interview questionnaires for the personnel involved in developing and delivering elearning content. There was a supplementary survey for all staff who contribute to the elearning processes.

To gain further understanding, Insight held a stakeholder workshop that included interviews with 37 contributors, and surveys of 50 more staff.

When these steps were complete, Insight analysed the data and created over 20 persona cards from 37 unique roles at HEE TEL. Each persona card contained details of key responsibilities, tasks with inputs and outputs, and key IT tools and protocols.

Insight then documented each end-to-end process including use cases and next steps. Alongside the written audit, Insight made visual representations of the processes, and presented HEE TEL with some key recommendations for further improvements.

The recommendations covered improvements to the quality and timeliness of elearning by involving the quality assurance team at the start of each process.

## The Benefits

Keeping elearning content updated and relevant to train healthcare professionals.

High quality elearning content involving the quality assurance team from the start.

Robust processes and fully documented understanding of the work carried out by HEE TEL teams.

Consistent ways of working so nothing is overlooked when there are changes in personnel.

20 detailed persona cards representing 37 unique job roles which help to develop job description templates and inform the recruitment process.

Improved onboarding and induction for HEE TEL employees with three distinct end-to-end processes mapped for elearning.

"The processes developed by Insight are being immediately implemented in the HEE Technology Enhanced Learning team, with the aim of making a positive impact for patients."

Leigh Harrison, Programme Manager: Technology Enhanced Learning Platforms, HEE TEL

## The Results Highlights



A detailed and comprehensive view of all key processes and personas involved in the production of elearning content. This allows greater visibility of the effort involved in delivering elearning services.



Reliable and consistent processes for new and existing staff to follow.



A better onboarding and training experience for new team members.



Three end-to-end processes for the design, delivery and support of elearning make it easier to inform content for training programmes.