

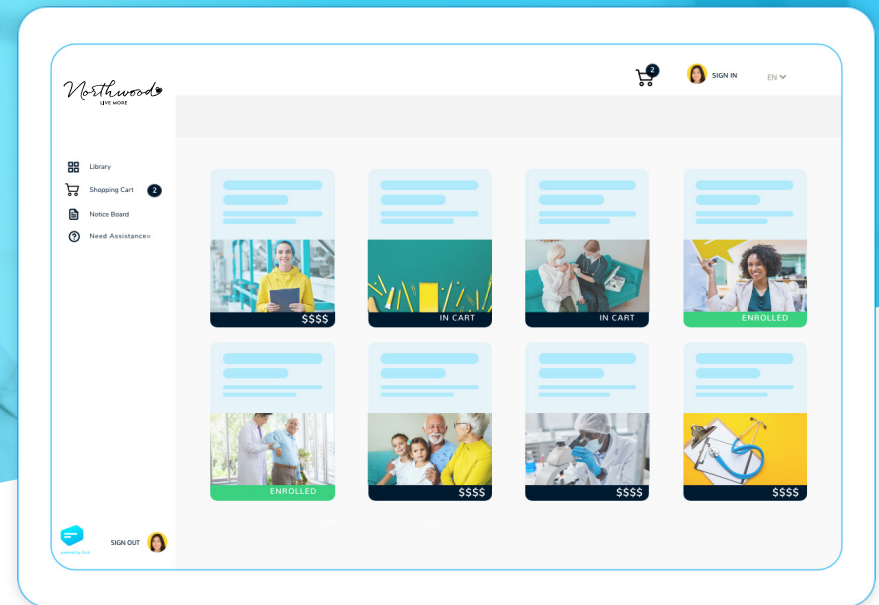


- » 2000 EMPLOYEES
- » MULTI-SITE OPERATION
- » 500+ UNIQUE EMPLOYEE ROLES

Northwood adopts a robust LMS to conquer strict training compliance.

Northwood is a leader in continuing care. They aim to build meaningful relationships with their clients and make a positive difference in local communities.

With an operation spanning multiple facilities and care levels, Northwood is committed to innovation and change.



CHALLENGE

As a multi-location continuing care group, Northwood upholds exceptionally high quality standards. However, meeting healthcare compliance requirements with paper-based training programs became increasingly difficult.

Their leadership team needed to reach all 2000 healthcare employees across a diverse roster of job roles and operational requirements. Their complex digital training strategy outlined specific challenges that demanded an agile solution and comprehensive reporting.

SOLUTION

Northwood adopted iTacit as an all-in-one employee hub. As training and training-related communications were an immediate concern, they opted for a phased integration, introducing the platform first to specific roles before rolling it out to the whole organization.

Thanks to iTacit, both compliance tracking and employee development have become completely paperless. The LMS tool enhanced the quality of employees' learning, meeting education painpoints with interactive and engaging training material.



RESULTS

+ Consistent Training for Every Role

After a successful roll-out, education at Northwood has become increasingly consistent. Role-based targeting ensures every employee with the same role, or in the same business unit, receives the same learning content.

+ Traceability through Analytics and Reporting

Reporting and analytics now allow managers to track compliance and see where employees are relative to completion objectives. With the information at their fingertips, managers can see how employees are doing and employees can see what's next.

+ Enhanced Employee Learning

The LMS tool enhances the quality of employees' learning. It meets and overcomes educational painpoints with dynamic media which includes video, external URLs, and uploading features. The modules are interactive and compelling, motivating employees to stay on top of their training.

“ We are thrilled with the positive impact iTacit has had on our organization. We have a complex set of roles and requirements, but iTacit brings everything together in a way that is both robust but easy-to-use. Their support team is second to none



Tasha Ross
Quality Associate, Northwood

After a successful roll-out of iTacit's employee hub, improved training compliance has enhanced Northwood's operations.

