

PSJH uses Qstream to boost learner engagement and save millions of dollars on compliance training.



Customer Overview Providence St. Joseph Health is a leading healthcare provider who is committed to enhancing the health of the American West and transform care for the next generation and beyond. Our 120,000-plus caregivers and employees serve in 51 hospitals, more than 800 clinics and a comprehensive range of health and social services across seven states.

Challenge	Solution	Results
<p>At PSJH, the learning and development team provides award-winning learning content to their workforce. However, learning leaders discovered engagement was still low.</p> <p>Staff knowledge retention was measured at 76%. Learning leaders undertook a new initiative and set a goal to increase proficiency by 16%.</p> <p>Another key objective to implementing a new solution was to drastically reduce the cost of compliance education – often costing upwards of a million dollars annually.</p> <p>The third goal of the new initiative was to give frontline leaders actionable, real-time learning data they could share with caregivers.</p>	<p>In 2019, PSJH deployed Qstream’s mobile knowledge reinforcement solution, aimed at helping caregivers review and retain critical compliance education content through a ‘Caring Reliably’ challenge.</p> <p>Using Qstream, caregivers respond to brief scenario- based challenges pushed to their smartphone, tablet or laptop. Built-in game mechanics help keep users engaged as they compete against their peers for points on the leaderboard while strengthening key concepts of the behaviors, tones and tools of ‘Caring Reliably.’</p> <p>The software’s analytics engine synthesized response data in real-time to track performance and proactively identify knowledge and skill gaps.</p>	<p>With Qstream, PSJH was able to deliver an increased average engagement rate of 93%, while boosting retention of key content to 90%. Overall, Qstream helped reduce training time by 84%, therefore eliminating the need for back filling positions.</p> <p>Implementing Qstream’s spaced learning solution enabled Providence St. Joseph Health to execute high quality compliance training delivered at a fraction of the cost – reducing the cost of training by more than a million dollars.</p>

“The biggest win for us are the actionable analytics at a managerial level. When managers can see real-time data of their team members on compliance issues AND have tools at their disposal to quickly and easily reach out to their specific team members that are struggling or succeeding – it changes the conversation.”

- Johnny Hamilton, Senior Learning Designer and Innovation Consultant at PSJH

About Qstream Qstream is the leading enterprise microlearning and knowledge reinforcement solution proven by science and in practice to boost learner performance. Hundreds of organizations rely on Qstream to build high-performance teams by delivering a personalized and agile learning experience.

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Qstream.com
 Twitter : LinkedIn : G2 : hello@qstream.com
 Boston \ Dublin