Improving Staff Training, Tracking, and Compliance through BODHI Implementation

Category: Healthcare Innovation- Early technology adoption
Sub category: HR Excellence
Organization Name: Sarvodaya Hospital, Sector-8 Faridabad
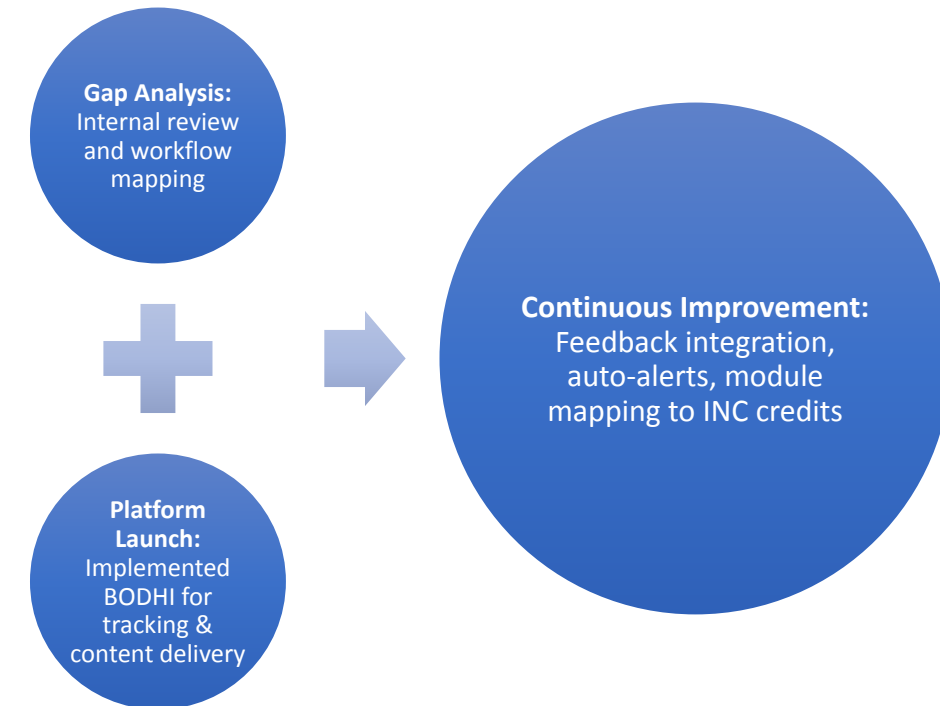**Presenter:** Ms Pooja Singh, Deputy Nursing Superintendent
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Introduction

- Continuous staff training ensures **competency, safety,** and **quality** in healthcare.

- It empowers healthcare workers to deliver **accurate, efficient,** and **compassionate care**, directly improving patient outcomes and service excellence

- Accreditation bodies mandate ongoing staff education and competency assessment.

- The **Bodhi Learning Platform** meets these standards by offering **accessible, standardized, and trackable online** training thereby promotes **continuous learning, supports accreditation compliance, and enhances overall patient care and service quality**

Methodology

Gap Analysis: Internal review and workflow mapping

Platform Launch: Implemented BODHI for tracking & content delivery

Continuous Improvement: Feedback integration, auto-alerts, module mapping to INC credits

Objectives

S Centralize and digitize staff training

M Automate tracking & increase compliance

A Use BODHI platform for integration

R Align with regulatory and audit requirements

T Phased rollout with continuous feedback loops

Key Results & Measurable Impact Post-BODHI

Parameter	Before Implementation	After Implementation
❖ **Training Participation**	Limited attendance in face-to-face sessions; around **40–50%** participation due to shift timings and workload.	Online access via Bodhi increased participation to 90+% within 3 Years of rollout.
❖ **Course Completion Rate**	Completion rate below 50%; lack of consistent follow-up and tracking.	80–85% of staff completed all assigned e-learning modules within 3 years.
❖ **Knowledge and Skill Improvement**	Knowledge retention not tracked; Post-training evaluation compliance was 60%	Post-module quizzes and assessments showed 25–30% improvement in scores compared to pre-tests.
❖ **Accessibility and Flexibility**	Training limited to scheduled physical sessions; difficult for remote or off-shift workers to attend.	24/7 online access enabled self-paced learning and broader participation across all cadres.
❖ **Monitoring and Reporting**	Manual attendance registers and paper-based performance tracking.	Automated analytics dashboard allowed real-time tracking of participation, progress, and scores.
❖ **Cost and Time Efficiency**	Venue availability & booking, staff time lost to in-person sessions.	20–30% reduction in total training costs and time through digital delivery.
❖ **Staff Engagement and Satisfaction**	Limited interactivity; low engagement and motivation to attend repeated sessions.	85% of users reported satisfaction with interactive content and flexible learning format.
❖ **Impact on Clinical Practice**	Minimal evidence of improved workplace practices post-training.	Supervisors observed enhanced clinical documentation, communication, and adherence to protocols.

Scalability & Replicability

- BODHI's modular design supports scalability across departments
- New modules easily integrated as training needs evolve
- INC credit-bearing modules applicable to diverse staff roles
- Can be replicated across multiple facilities within the healthcare network
- Supports training customization for clinical, non-clinical, and administrative teams

Innovation in Learning and Development

First-time centralized digital training system at Sarvodaya Healthcare

Real-time performance dashboards and auto-renewal alerts

Mapping of modules at par with international standards

Automation reduces manual workload and improves accuracy

Continuous feedback loop fosters adaptive learning environment

Teamwork & Collaboration

Driving Change Through Cross-Functional Collaboration

Internal collaboration between:
•Education & Training Department
•HR and Compliance Teams
•IT & Platform Support

Feedback-driven platform evolution, incorporating user input

Department heads actively use dashboards for monitoring

Regular inter-department reviews to assess training effectiveness

Sarvodaya Progress on Bodhi Platform

Subscription of e Learning modules across all 3 units

Year: 2022-2025

Subscribed in 40 Bodhi e Learning modules with unlimited access

Custom Reports and Analytics to monitor compliance

Digital Attendance implemented

Induction Training Assessment

Hiring Test-Subjective and Objective

Skill Assessment checklist implemented on Bodhi Platform

New training topic added-Oncology Workshop, Code Fast, Age Specific Competency, Soft skills

2022

2023

2024

2025

Induction Training Assessment and record of all new joiners at one place

Standard content as per JCI,WHO and CDC guidelines and accredited with INC.

Training Need Identification form

Functional, Departmental and Induction Training Attendance

Functional,BLS, ACLS, PALS, Pragati, IPSG,NRP, Emergency Code training assessment on Bodhi Platform

Consolidated Training Reports implemented

Creation -Building, Launching, and Sustaining BODHI

- Built around internal needs and external compliance benchmarks
- Phased rollout ensured smooth adoption by all staff levels
- Staff engagement increased through simplified access and credit incentives

Adoption driven by

- Integrated dashboards
- Transparent tracking
- Ongoing support and content updates

Sustainability Plan

- Quarterly reviews
- Integrating with AI
- KPI tracking
- Expanded training for broader staff categories

Thank You....