

Health Protection Agency

eHealth Learning Portal

The challenge

The Health Protection Agency provides an integrated approach to protecting UK public health through the provision of support and advice to the NHS, local authorities, emergency services, other Arms Length Bodies, the Department of Health and the Devolved Administrations. The Agency is also involved in providing services to a wide range of commercial organisations and individuals. As part of this service, HPA were providing face-to-face training as well as e-learning, but the latter was limited to a small part of the potential NHS audience.

HPA commissioned the eHealth portal in order to:

- Increase awareness of Chemical, Biological, Radiological and Nuclear (CBRN) issues within the medical profession
- Support national and governmental initiatives on health concerns
- Provide access to training for a wider audience on a 24/7 basis

The solution

Key functionality of the portal

In addition to redeveloping the existing e-learning, Epic and HPA set about creating a learning portal, the chief aim of which was to support users in accessing and recording their e-learning and face-to-face training. The portal includes:

- **Self-registration** for Department of Health, NHS and HPA staff, ensuring that only the right people get access
- Provision of **accredited and tracked e-learning**, certified by the HPA in an 'at a glance' menu that clearly shows the user their progress and training achievements

- 'Print again' function for certificates, ensuring users can always get access to their certificate when they need it
- Provision of **supporting resources** – categorised by subject, easy to find
- **News section**, keeping the users up to date



- **Polling feature** and **learning evaluation functionality** to help capture user feedback and fuel continuous improvement of the service
- **'Ask an expert'** feature providing users with managed support
- **Previous training record** – allows users to add training achieved before the launch of the portal to their portal training record, thereby giving them a full account of their SCRM accreditation

All the above functionality is administrator-managed, via Epic's easy to use CMS, enabling HPA staff to quickly and easily manage the entire portal offering. And there's more:

- **Multiple site management** – not only do HPA use Arena's integrated Content Management System to manage the eHealth Portal, offering training to external agencies, they also manage the HPA specific 'Emergency Response Portal' – all from within the same system, without the need for additional hosting and management costs
- **Event management feature** – in addition to providing access to e-learning, the portal also provides users with access to face-to-face events. The Event Management System enables HPA to advertise upcoming training events and manage the whole application and registration process, even down to the detail of identifying attendees' special dietary requirements



Continuous improvements

HPA will be adding additional modules and subjects to the site throughout 2009, extending the range of training offered to UK healthcare professionals. The flexibility of the system means that HPA can be responsive to their users' requests as well as ensuring they are able to deliver the what is required in response to environmental pressures.

For more information on our work in this area, call +44 (0) 1273 728686.