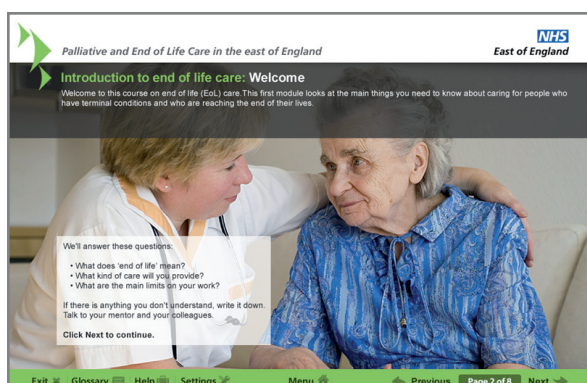


Epic in Health

NHS East of England | NHS Connecting for Health
Health Protection Agency | Bro Morgannwg NHS Trust

We deliver patient centred, accessible e-learning to all levels of staff within health and social care. Our health clients include Connecting for Health, Skills for Health, Human Tissue Authority, Bro Morgannwg and County Durham PCT.

NHS East of England 'Palliative and End of Life Care'



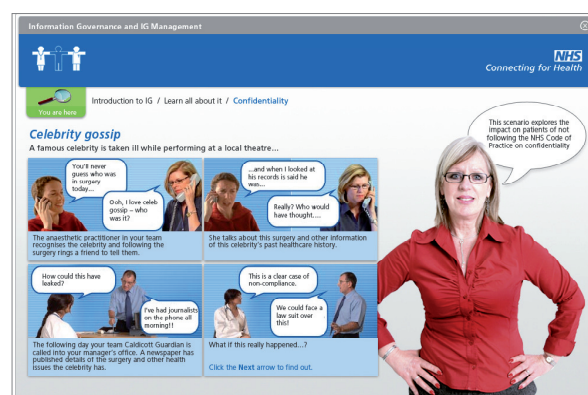
This comprehensive programme is aimed at care home workers who provide palliative and end of life care. The materials are adaptable for prison carers and relatives of patients with terminal illness. The first full blended programme of its type within the NHS, the solution includes:

- **Customised Moodle platform**, providing access to all training materials
- **Six hours of e-learning** with full audio
- **Video sequences** for discussion with mentors
- **E-Listens** (podcasts) profiling the experiences of other carers, patients and family members
- **Mentoring support and guidance** to participants and their managers
- **Facilitator-led face-to-face training** consolidates learning through discussion
- **Technical support** desk for participants, managers, facilitators and mentors

The blend includes welcome packs for care home managers, 'train-the-trainer' sessions and support packs for facilitators, ensuring the training appeals to the broad range of learning styles within this varied audience.

NHS Connecting for Health 'Information Governance Training Tool (IGTT)'

Recent losses of personal data have rocked public confidence in the government's ability to protect personal data. A series of independent reviews recommended an e-learning solution, due to its speed of production, ease of deployment and trackability.



The IGTT comprises 10 hours of information governance materials, offering a supportive learning environment with a mix of learning devices/tools.

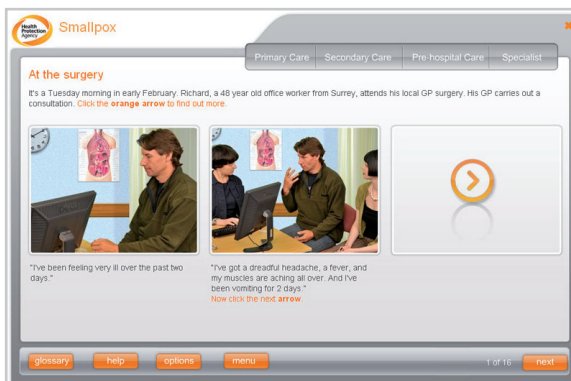
Learners create a personalised path based on their job role and existing knowledge. Aimed at 500,000 staff, the first phase was so successful that Epic is now developing a further 30 hours of content.

"The IGTT is an excellent example of a successful deployment of IT in support of real business needs."

Nomination paper for a civil service award.

Health Protection Agency (HPA) 'Line Managers Toolkit'

The HPA has been developing e-learning for some time, using Doctors.net as a platform. However, they needed to extend provision to a wider audience of medical professionals.



They felt their existing materials would benefit from enhanced flexibility, interactivity and user engagement, with the aim of increasing awareness of chemical, biological, radiological and nuclear (CBRN) issues.

Epic developed 6 modules based on our Learn/Apply instructional approach, focusing on delivering performance and encouraging the transfer of learning to the workplace. Users access the modules from the eHealth site, based on Epic's Arena portal, providing LMS functionality and management reports for compliance.

For more information on our work in this area, call +44 (0) 1273 728686 or email contactenq@epic.co.uk



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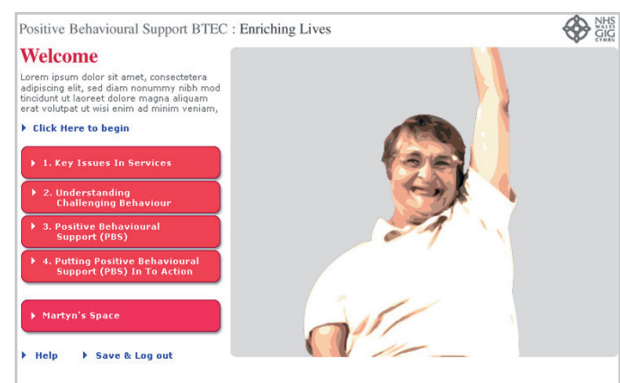
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Bro Morgannwg NHS Trust 'Positive Behavioural Support BTEC Qualification'

How can training be delivered to a geographically dispersed audience who work unsocial hours? Traditional face-to-face training isn't viable, so Epic developed a 21 hour blend for carers of those with learning disabilities and challenging behaviour.



Interactive tutorials are followed by realistic case studies and scenarios. Skills are then applied for real through work-based activities and tasks in the context of real service users, with support from managers and mentors, meeting accreditation standards for the Advanced BTEC Certificate.

"PBS training has taught us to become very good at identifying the triggers that can set off poor behaviour... there has never been anything quite as comprehensive before."

Bev Ferris, Nurse Manager.