



Learning Technology Assessment Report

VitaCore – A Health Services Company

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Organization Overview

VitaCore Health Services is a mid-sized healthcare services company with approximately 1,000 employees across clinical, administrative, and support roles. The organization operates multiple outpatient clinics, specialty care centers, and a centralized call center. Because of its diverse workforce and regulated industry,

VitaCore relies heavily on training to support compliance, technical skills, and high-quality patient care.

Key training programs include onboarding for new clinicians and medical support staff, electronic health records (EHR) systems training, and continuing education for credential renewal.

Training is delivered across departments, but inconsistent systems and tools have led to subpar learning experiences, duplicated work, and missed opportunities for development. The company is now exploring ways to modernize and unify its learning technologies to better serve employees and improve overall performance.

Section 1:

Assessment of Current and Emerging Learning Technologies



Section 1: Assessment of Current and Emerging Learning Technologies

Organizational Need

VitaCore is currently using multiple LMS platforms and virtual training tools across departments. This fragmented system leads to inconsistent training experiences, duplicated costs, and a lack of centralized data. There is an urgent need for a unified learning system that supports consistency, efficiency, and performance tracking, especially for essential programs like new hire orientation, patient privacy compliance, and modernizing clinic operations.

Learning Technologies

Current Technologies

- **LMS Platforms like Moodle, Canvas, Cornerstone OnDemand:** These platforms provide access to training modules, resources, and assessments. However, since different departments use different platforms, employees experience inconsistent navigation, varied functionality, and mixed up learning paths. Admin tasks like updating courses, tracking completions, and generating reports are duplicated and time-consuming.
- **Virtual Training Tools like Zoom, Microsoft Teams:** These tools support real-time communication and webinars, but they lack built-in learning analytics, content organization, and assessments. Learners must rely on external materials, often emailed or hosted on separate drives, which causes to confusion and low retention. This is especially problematic in clinical training, where knowledge accuracy and real-time feedback are critical.



Section 1: Assessment of Current and Emerging Learning Technologies (continued)

Emerging Technologies

- **AI-Powered Adaptive Learning Platforms:** These tools tailor content based on the learner's progress, preferences, and performance. They can automatically adjust pacing and difficulty, improving learner engagement and outcomes. For example, new support staff may need slower, step-by-step modules on patient systems, while experienced clinicians may move quickly through content they've already mastered.
 - **Augmented Reality (AR):** AR can create immersive, hands-on simulations for healthcare procedures, safety training, or patient interactions—offering a realistic, engaging experience without physical risk or cost. This technology can improve clinical preparedness for new hires and provide a safe environment for practicing emergency scenarios.
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Recommendations

To address the need for a unified system, VitaCore should consolidate its current systems into a single LMS (such as Canvas or Cornerstone OnDemand), integrating AI-powered adaptive learning for personalization.

- **Recommendation 1:** Choose a centralized LMS that supports a full range of functions: course management, assessments, analytics, and role-based content delivery. This will reduce administrative redundancy, unify the learner experience, and improve scalability and is especially helpful for onboarding new clinicians and support staff consistently across all locations and roles.
- **Recommendation 2:** Include in AI features throughout to personalize content, identify skill gaps, and provide real-time learning feedback and recommendations. These features will encourage engagement, improve outcomes, and give learners more control over their training path.

Section 2:

Utilizing Learning Analytics



Section 2: Utilizing Learning Analytics

Tracking Learner Behavior and Performance

Learning analytics can help HR and L&D teams understand what works, what doesn't, and where learners need support. This is extremely important for healthcare training, where outcomes directly impact patient safety and regulatory compliance.

Use of Analytics

- **Use 1:** Track learner engagement through metrics like time on each activity, session participation, and items clicked. These insights reveal which content is most interesting or attractive to learners.
- **Use 2:** Track performance trends by comparing quiz scores, assignment completion, and how many attempts are made in each activity. This shows how well the system supports knowledge retention and application.

Key Metrics to Assess Utilization and Impact

1. **Completion Rates:** This metric shows how many learners are finishing required training. Low completion may signal confusing content, scheduling issues, or lack of relevance.
2. **Quiz or Assessment Scores:** This metric shows if learners are meeting key learning objectives. When this information is viewed with numbers of tries and timestamps, it also shows how difficult or time-consuming content is.

Application of Analytics

Analytics will help evaluate the success of the new LMS and AI features. For example, if engagement and scores increase, it shows that the new platform is more effective. If analytics show certain modules consistently fail to meet expectations, changes can be made.

Analytics also make it easier to personalize support, like recommending materials to review for those struggle, or moving up learners who already meet objectives. With a centralized LMS, data collection is more accurate and useful. These tools ensure continuous improvement and strong learning outcomes, while also supporting compliance in a regulated healthcare company.