



**CREATING A SEAMLESS LEARNING
EXPERIENCE FOR FRONT LINE
HEALTHCARE WORKERS**



THE NHS (NATIONAL HEALTH SERVICE) IS THE PUBLICLY FUNDED HEALTHCARE SYSTEM OF THE UNITED KINGDOM, WHICH PROVIDES FREE HEALTHCARE TO THE CITIZENS OF THE UK.

HEADQUARTERS: LONDON, UK

FOUNDED: 1948

INDUSTRY: HEALTHCARE

**BRIDGE PRODUCTS:
LEARNING MANAGEMENT SYSTEM**

Overview

With the emergence of COVID19 in early 2020, healthcare workers from all over the world have been on the front lines of the effort to stop the spread, bravely putting themselves directly in harm's way each day.

When it comes to delivering quality care and treatment, Chris Christou and his team at the NHS have been leading the charge across the United Kingdom. As an anaesthetic and intensive care doctor, in addition to being the Learning & Development administrator, Chris has been heavily focused on helping recently qualified doctors become fast tracked in their training in order to more quickly join the fight against COVID19 at UK hospitals.

“The value Bridge has added in the short term in terms of learning and development satisfaction has been huge. It also makes people feel valued, it makes people feel as though you do care about their development and education, and that you’re trying to give them a sustainable, easy way to learn at their own pace”

CHRIS CHRISTOU

**ANAESTHETIC INTENSIVE CARE DOCTOR AND L&D ADMINISTRATOR
NATIONAL HEALTH SERVICE (NHS)**

Challenges:

- Due to COVID19, they needed to supplement the face to face training of doctors and specialists with easy-to-use online learning
- Increasing the speed and efficiency of employee learning
- Inability to measure the impact of training on doctor performance
- Inability to cross-train different healthcare professionals with engaging and impactful learning

Solutions:

BRIDGE LEARNING MANAGEMENT SYSTEM

Chris and his team have used the Bridge LMS to create COVID19 related training for doctors, specialists, and other healthcare workers fighting the pandemic on the front lines. With limited time and resources, Chris worked with the Bridge implementation team to quickly create, administer, and implement training programmes through Bridge.

“Given that we don’t have an IT department, that’s a testament to the ease with which you can set up Bridge”

Results:

UPSKILLING DOCTORS QUICKLY & EFFICIENTLY:

“The NHS has had a large amount of recently qualified doctors who were fast tracked to hospitals as working doctors in order to assist in the care and treatment of COVID19 patients. With Bridge, we’ve been able to help those doctors get up to speed and learn at a faster pace”

BETTER LEARNING, BETTER PERFORMANCE, BETTER PATIENT CARE:

“Bridge has allowed us to make medical education a metric by which we improve the performance of each doctor. We’re starting to measure the improvement of how doctors perform on the ground after passing training, which translates to better care for patients, which is the ultimate goal. If we’re more effective at training doctors, that means we’re taking better care of people”.

CREATION OF A STANDARDISED LEARNING PROGRAMME:

“After seeing the analytics, 60 doctors from 26 hospitals are now all doing the same course within Bridge. Six months ago those same 60 doctors were learning completely different things. We now control the quality and the information to a really high standard, whereas 6 months back, we had no control over that”.

EASY TO USE FOR ADMINISTRATORS:

“I love how easy Bridge is to use. Nothing is more than 2 or 3 clicks away, which makes it incredibly easy if you want to edit something- 2 or 3 clicks and you’re there. It’s very customisable and visually appealing as well. My favourite feature is the masquerading tool for administrators. If someone has a problem, I can put on their shoes for 2 minutes and see what they’re seeing. That’s been invaluable”.

Though COVID19 has put a lot of stress and strain on the NHS as a whole, Chris is incredibly proud of what their team has been able to accomplish in the face of such a trying ordeal.

“Amidst such difficult circumstances, our staff has helped people and loved ones get back to work and more importantly, get back to their families. We work as a team, it’s never one person’s achievement. The NHS is all about everyone’s skills culminating in people getting better”.

We at Bridge would like to honour the efforts of the following individuals at the NHS who have worked day and night to deliver quality care and treatment to thousands of patients in the UK during COVID19:

DR BILL IRISH

POSTGRADUATE DEAN, EAST OF ENGLAND

DR IAN BARTON

DEPUTY POSTGRADUATE DEAN

KATE READ

DEPUTY POSTGRADUATE DEAN

DR ROWAN BURNSTEIN

EAST OF ENGLAND, HEAD OF SCHOOL FOR ANAESTHESIA, INTENSIVE CARE AND PAIN MEDICINE

KASIA CALKA

FACULTY ACCOUNT MANAGER, HEALTH EDUCATION EAST OF ENGLAND

ANN SMITH

FACULTY MANAGER