Liberty Healthcare Corporation and Affiliates (Liberty) Standard Operating Procedures

Title:	**Relias E-Learning**	**Effective Date:**	**06/01/2011**
Author:	**Paul Anderson**	**Last Review Date:**	**05/30/2019**
Location:	**All Locations**	**Last Revision Date:**	**05/30/2019**
Functional Area:	**Human Resources**		

POLICY

A core value of Liberty Healthcare Corporation and affiliated entities (Liberty) is to hire and retain the highest quality staff.   Liberty utilizes a web-based Learning Management System (LMS) from Relias Learning (hereinafter Relias) to ensure it maintains this level of quality through staff training and professional development. Relias provides required training content, libraries of courses on multiple regulatory, professional and practical topics, course development tools, tracking of offline training and development, and staff evaluation and feedback tools.   Unless an exception is approved by the chief operating officer, all employees and subcontractors (staff) at all Liberty locations are enrolled in Relias upon commencement.

Relias is the official electronic training and staff development record of all Liberty staff.   Relias is to be used:
- To provide or track staff required trainings of Liberty and its locations.
- As an online resource for education and training courses for location or staff-specific needs, including professional licensing CEU requirements.
- To develop online training content for specific location and staff needs.
- For tracking other training, education and development activities provided offline required for operations, contract or regulatory purposes.

PROCEDURE

Staff Enrollment in Relias LMS

1. Each Liberty program is allocated a certain number of slots in the Relias system, based on the number of FTEs at that location. The vice president of operations must notify the vice president of human resources if there is a new location that must be added or if the number of slots allocated to a location requires adjustment. A master list of locations, allocated slots, and cost allocations to each cost center is maintained.
2. New hires are activated in Relias through an automatic weekly upload to Relias from Unicorn.   If new staff are provided by an outside vendor and are not actual Liberty employees or subcontractors (and therefore not in Unicorn), the program director or designated Relias supervisor are responsible for creating a user record in Relias for that staff. Deactivation in Relias for terminated staff occurs through the same processes.

3. A Relias supervisor will be assigned in the system to each location with a full-time onsite director. This supervisor will be able to assign curriculum, track courses, and generate reports. Where possible, Relias' autoenrollment functionality will be used for enrolling new hires to Liberty's required training curriculums. In other situations, the designated Relias supervisor will enroll new staff in Liberty required training curriculums. If there is no onsite supervisor designated for a location, the Corporate Relias Administrator or designee will act as supervisor for the purpose of assigning curriculum, tracking courses, and generating reports. The site supervisor or Corporate Relias Administrator or designee also has the responsibility to send notices to new staff explaining Relias and giving instructions to access the system.

4. Staff is given access to Relias via a password secured log in. Mandatory training and other requirements are listed with specific due dates on the staff's home page in Relias.

Liberty Mandatory Training

Liberty Mandatory Training Requirements

Liberty requires training for all staff upon commencement and annually.   All new staff are assigned the following courses, to be completed within thirty (30) days of enrollment:

- Corporate Compliance Training
- Liberty HIPAA Training – Initial Overview
- Liberty HIPAA Annual Topical Focus
- Cultural Diversity
- Patient Rights
- Sexual Harassment
- Infection Control
- Liberty Standard Operating Procedures (SOPs), an Introduction

The following courses are required annually of all Liberty staff:

- Corporate Compliance Training
- Liberty's HIPAA Annual Topical Focus
- Sexual Harassment Refresher
- Liberty SOPs Updates

The following courses are required on hire by staff with the exception of subcontractors:

- Liberty Performance Management
- Liberty Workers Compensation Training

The following course is required by all Liberty staff upon hire and then only upon updating of content:

- Joint Commission Patient Safety Goals

The following course is assigned to staff who are managed by vendors and are not managed by Liberty's HR Department:
- Introduction and Orientation to Liberty Healthcare Corporation

Relias Access Status for Mandatory Training

1. All Liberty staff have access to Relias through their user logon and can access and take courses directly online.

2. In certain circumstances, a vice president of operations may grant an exception to specific staff from requiring Liberty mandatory trainings to be taken online in Relias.

3. Abbreviated Liberty Required Training through "Read and Sign" Documents

- Staff who have been granted this exception will receive course content documents of required courses for review, signature and return. These documents as well as instructions for their completion and return will be sent to those designated staff by the Corporate Relias Administrator or designee at time of hire and returned to the Corporate Relias Administrator or designee.

- Staff receiving these training documents will be required to complete and return them within 30 days of receipt. Upon receipt of the completed documents, the Corporate Relias Administrator or designee will track completion of these courses in Relias.

- Annual required trainings for those granted an exception to direct online Relias access will be distributed by the Corporate Relias Administrator or designee and tracked in Relias.

Compliance in Mandatory Training

1. All mandatory training is expected to be completed on or before the due date indicated in Relias and should be done during staff's scheduled hours. Non-exempt (generally hourly) employees must obtain prior written approval from their supervisor if training time will require overtime pay. Exempt employees and subcontractors may complete the training outside their regularly scheduled hours at their discretion but will not receive any additional compensation or time off.

2. Timely completion of mandatory training will be part of staff's performance evaluation. Staff will not be eligible for raises, promotions, or other additional compensation until all required training is completed. Completion

of required training does not guarantee raises, promotion, or other additional compensation. Supervisors are expected to allow training time within normal work hours for non-exempt staff.

3. Designated corporate and program staff receive weekly email notifications from Relias that identifies learners with courses that are soon due or are overdue.

Other Uses of Relias in Staff Training and Development

1. Staff trainings, education or development activities required by contract and not provided online are to be tracked in Relias using Requirement Tracker courses.

2. Managers are encouraged to develop training curriculum for specific locations or job functions.

3. Managers are encouraged to create their own training courses in Relias when comparable courses aren't available through Relias.

4. Managers are encouraged to assign staff to applicable Relias courses to develop or improve job skills.

5. Staff are encouraged to take electives and fulfill continuing education requirements through Relias.

Training and Support for Relias Users

1. For regular Liberty staff taking required training online, initial introduction and training in Relias is provided during the onboarding process of new hires by HR staff in collaboration with corporate and program managers.

2. Vendor staff are introduced and trained in Relias by a designated onsite Relias supervisor.

3. Staff participating in the abbreviated training process for Liberty required trainings (using Read and Sign documents for the course topics) are introduced to the abbreviated training requirements and process for completing and returning the course documents by the designated Corporate Relias Supervisor.

4. Technical support for Relias users for all Relias user roles (supervisors, instructors or learners) is provided by Corporate Relias administrator.

Approved By: _____