



MapleLMS

Anywhere. Anytime. Any device.

**LEADING US-BASED HEALTHCARE COMPANY
ENHANCED THEIR CERTIFICATION
PREPAREDNESS TRAINING AND UPSKILLED
THE MEDICAL PROFESSIONALS**



OUR CLIENT

Our client is a US-based medical answering service for a local physician-owned medical society. They provide country-wide service to medical practices, clinics, hospitals, dental practices, and other exclusive medical services.



THE CHALLENGES

Client's

Requirement

Our client wanted a centralized platform that can help them to skill up medical professionals by preparing them for high stake certifications, and a learning platform to train them remotely.

After analyzing, deep diving into their processes, systems, and interviewing the process managers, leaders, and other stakeholders, we were able to figure out the following challenges they faced:

Lack of Transparency in Audits

As the assessment data was not synchronized with the master data it was difficult to validate the information for future audit references.

No Recording or Live Invigilators

Exam probity was questioned as there was no scope of live invigilators. No option to record tests for every candidate.

Candidate Identity Verification

There was risk of someone else appearing for the tests remotely and no way to verify details.

Fee Payment Issues

Lack of an integrated payment system in the training platform made it to process payments on time and maintain a proper record.

Expensive White-labeled Certificates

Manual preparation and personalization of certificates was difficult and time consuming.

Attendance Management Issues

Attendance management for candidates was tough as the platform has no scope.

No Scope for Remote Training

No proper process to remotely deliver or manage training. The COVID 19 pandemic restricted physical gatherings.

Online Administration and Invigilation

Remote assessments meant there was great risk of cheating involved and assigning a physical invigilator for proctoring was not viable.

Data Security and Accessibility

Assessment data lied in silos it was not secure and accessible as and when needed.

No Learning Path for Certification

There was no defined learning path that guided healthcare professionals and medical or nursing students for certification tests.

No Option to Practice Proctored Assessments

Practicing for the proctored exams was a challenge and needed quick response.

Grading Assessments

Collecting remote assessments manually and grading them was a tough job and there was risk of manual errors.

Content for Assessment

Manually preparing assessment content (questions and quizzes in different formats) and submission was tough.

The Solutions Offered

MapleLMS has delivered the following solutions to the Client.

Implemented MapleLMS

We have implemented MapleLMS for our client with the built-in proctoring and assessment features. It enabled the client to deliver online and offline training effortlessly.

Offline attendance marking

The candidates were able to mark their attendance using the MapleLMS (Android/iOS) app, even when there was poor or no internet connectivity.

Browser Locking

The client was able to prevent cheating by locking the browsers and external devices on the candidates' computer.

Recording Assessments for Future Audits

The built-in AI proctoring feature helped our client record all assessments and stored the encrypted data to ensure exam probity, and maintain valuable data for future audits.

AI Proctoring with Live Human Proctors

The client was able to conduct cheating-free online exams using the MapleLMS exam platform. Live human proctoring and recording was supported.

Compliance

The client was able to ensure HIPAA compliance along with other industrial compliance metrics by assessing staff and medical association members from time to time using the MapleLMS assessment platform.

The Solutions Offered

MapleLMS has delivered the following solutions to the Client.

Automated White-labeled Certificate Generation

When the candidates completed the courses and passed the assessment tests, MapleLMS helped the client auto-generate certificates with their own branding. It was cost effective and quick.

Data Accessibility

As the data was stored in a centralized repository the client got synchronized information about each of the candidate. The stakeholders were able to access desired data from anywhere.

Grading and Reporting

With MapleLMS the client was able to generate reports and visualize on the LMS dashboard. Grading and assessment became easy for the instructors as all the data was at one place and it saved time.

Question Banks

The client was able to create questions and quizzes in different formats while online answer submission became easier. Forums, groups, polls, and surveys increased training engagement.

eCommerce Module for Fee Payments

The default eCommerce module eased the online fee payment process for candidates. Synchronized data with the master record made tracking easy for the client.

AMS Integration for Member Learning

Medical and nursing professionals were able to pursue CME and CNE. And, membership discounts got available for certification assessment registration using the AMS.

The Solution

Our client achieved the following benefits with the solutions we delivered:

- ★ Streamlined assessment conducting, assignment submission, grading, and reporting at a fast pace.
- ★ Easy to use platform helped the staff quickly conduct and disburse assessment and results respectively.
- ★ The candidates were able to get trained remotely and able to access a huge content library with 10K plus courses.
- ★ AI-proctoring reduced cheating and helped them maintain exam probity.
- ★ Question banks helped creating diverse assessments while white-labeled certificates were generated within no time.
- ★ The client was able to reduce manual errors and cut costs.

