

From Manual to Measurable

How AHE[®] Boosted Compliance Reporting and Revenue with TopClass LMS

OVERVIEW

The Association for the Health Care Environment (AHE) is a professional membership group within the American Hospital Association (AHA), that provides training and resources to healthcare environmental services (EVS) professionals.

AHE equips directors, supervisors, and managers with the skills needed to manage and train environmental service technicians, whose role is critical to preventing the spread of pathogens in healthcare settings.

PROBLEM

AHE faced challenges in managing and scaling the evolving training needs of its members. The high turnover rate among environmental services technicians necessitated frequent onboarding and retraining. This training was traditionally conducted in person, relying on lengthy, unscalable presentations that lacked measurable outcomes.

AHE's members, often operating with small teams, struggled to meet the requirements for onboarding new staff.

Additionally, environmental service leaders needed a system to track and monitor technician training to ensure compliance with regulatory bodies like the Joint Commission, which mandates that all environmental service workers in healthcare settings be properly trained. To meet these needs, AHE sought new ways to keep up with the increasing demand for consistent training across facilities while ensuring quick access to training data.

AT A GLANCE



INDUSTRY

Healthcare Association

SOLUTION

TopClass

MEMBER SIZE

2,700+

WEBSITE

www.AHE.org

“The technicians appreciate the flexibility to complete training at their own pace. The combination of shorter modules and digital badges has significantly improved engagement, knowledge retention, and course completions.”

- Director of AHE Education, AHE

THE IMPACT



Faster compliance reporting



Increase in course completion rates



Decrease in admin time



New revenue from online technician training

SOLUTION

AHE implemented TopClass LMS and created a customized solution tailored to the needs of their members on a unique subscription basis. The Skill.Set.Go™ subscription model allows environmental service managers to purchase training seats and assign them to technicians as needed. Managers can now track detailed training and progress reports, assign interactive courses, and ensure compliance with regulatory requirements, all from a user-friendly dashboard.

Key features of the TopClass LMS implementation include:

- ✓ **Reporting and Dashboard Tools:** AHE members can easily assign and monitor technician training progress.
- ✓ **SCORM-based Courses:** Creating interactive, SCORM-compliant courses at scale is now straightforward.
- ✓ **Digital Badges & Certificates:** Learners receive digital badges and certificates at course checkpoints, enhancing engagement and morale.
- ✓ **Customizable Subscription Packages:** The Skill.Set.Go™ flexible subscription model enables AHE members to purchase and assign training seats as needed.
- ✓ **New Revenue Stream:** AHE boosted revenue by reaching a new audience of healthcare professionals with the creation of new training, providing members a better way to be successful at their jobs.

“ *TopClass LMS and the Skill.Set.Go™ subscription model have completely transformed how we deliver training to our members and their staff. Not only have we reduced the administrative burden on our small team, but we’ve also created a more efficient, measurable, and scalable training solution.* ”

- Director of AHE Education, AHE