



Janison.



Customer Story

## DonateLife's LMS helps staff boost organ donation nationwide.

The Organ and Tissue Authority (OTA) delivers the Australian Government's program to improve organ and tissue donation and transplantation rates nationwide, via its national DonateLife network. Organ donation itself is a highly infrequent event. Due to clinical reasons, only about 2 per cent of people who die in hospital can become an organ donor, so continuing to increase donation rates is critical.

A key factor is ensuring that the topic is raised in hospitals with grieving families by a trained donation specialist nurse or doctor. Evidence of the power of effective training within the OTA is clear. In 2018, nearly 8 out of 10 Australian families agreed to their loved one becoming an organ donor when they were supported by a trained donation specialist doctor or nurse. It was fewer than 5 out of 10 when there was no trained specialist involved.

### The Brief

The OTA approached Janison in 2015 because it wanted to improve the consistency of its professional training and be able to offer resources on-demand across the country.

It has fewer than 30 staff engaging a DonateLife network of about 300 people in 98 hospitals across Australia.

It wanted a solution that would grow easily with the organisation's program, with functionality to make it easier to monitor training down to an individual level, and to host multimedia modules in an accessible website environment.



**The modules were completed by 27 per cent of the targeted group within one month of going live. This is a big win, because these are the people who are on the ground having the important conversations with families.**

**Amanda Bell**

*Director of Clinical Programs, Organ and Tissue Authority*



**1,877**

active users Australia-wide



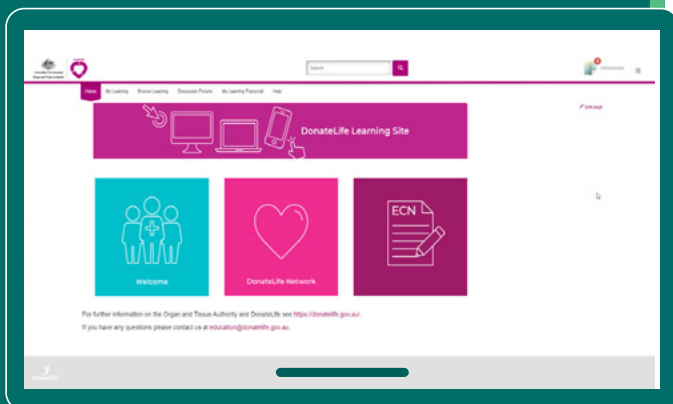
**98%**

of users have attended the  
OTA's core training workshop



**325**

new users joining every year



## The Challenge

DonatLife's members are spread across Australia, and until approaching Janison, the OTA was relying on spreadsheets to track training.

The OTA's training is highly specialised, said Amanda Bell, Director of Clinical Programs at the OTA. "Organ donation occurs at an extremely traumatic time for families and achieving it is a medically complex process."

It needed to make careful choices with how it channels its training budget. It wanted to focus most of its budget on creating resources, rather than having to service the platform and IT infrastructure.

## Our Solution

Janison made the platform easy to administer and navigate, and the OTA partnered with various content providers to develop the eLearning modules.

Building the platform on the cloud meant it could scale and be updated easily and cost-effectively.

## Consolidated training

The platform consolidates its training programs into a one-stop shop with 1,877 active users.

It hosts the national orientation program for the DonatLife network, as well as bespoke content and e-modules, including training which used to be only available face-to-face.

## Administration made easy

Reporting tools and administrator dashboards automate the task of managing specialised training across multiple groups and hospital roles. Amanda said: "The ability to assign training based on group type is one of the most useful features."

## Notification tools that unite disparate teams

Notifications make it easier to communicate quickly,

Amanda added. "Having that ability to reach everybody with the press of the button is excellent."

## User profile tools

The profiling tools simplify the task of administering training. Amanda said: "We can assign administrator rights to people based in the state agencies – that has really cut back the workload."

"Giving that administrator right enables states to keep their own systems up-to-date at a more granular level."

## The Result

The platform continues to grow as the OTA's work increases, with approximately 325 new users joining per year. There's impressive take-up among active users: 98 per cent have attended the OTA's core training workshop and 53 per cent have completed its more advanced practical workshop.

Amanda said: "The feedback has been very positive, especially in regards to our new learning modules which, because of the capability of the system, have been able to be targeted at our DonatLife staff."

"The modules were completed by 27 per cent of the targeted group within one month of going live. This is a big win, because these are the people who are on the ground having the important conversations with families."

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