



**Customer Stories**

**How 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.

The OTA 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.

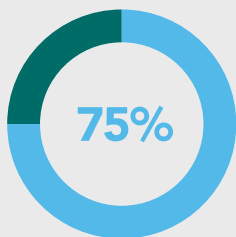
**The Challenge**

DonateLife’s members are spread out 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.”

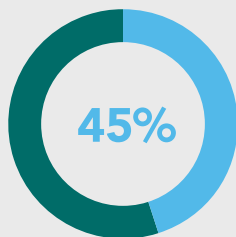
The OTA needed to make careful choices with how it channels its training budget. It wanted to focus most of its budget on creating modules and resources, rather than having to service the platform and IT infrastructure to deliver it.

**The importance of involving a trained specialist in the family donation conversation**



Families agreed to donation when they were supported by a trained donation specialist.

vs



Families agreed to donation when there was no trained donation specialist involved.

Source: The Organ and Tissue Authority, 2018



**1,877**  
active users  
Australia-wide



**98%**  
of users have attended the OTA’s core training workshop



**325**  
new users joining every year

## Our Solution

Janison focused on making 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. A Janison project spokesman said: "The original vision was to make it easy for the OTA to grow the site as their program grew."

### Consolidated training

The OTA's platform consolidates its training programs into a one-stop shop which has 1,877 active users Australia-wide.

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

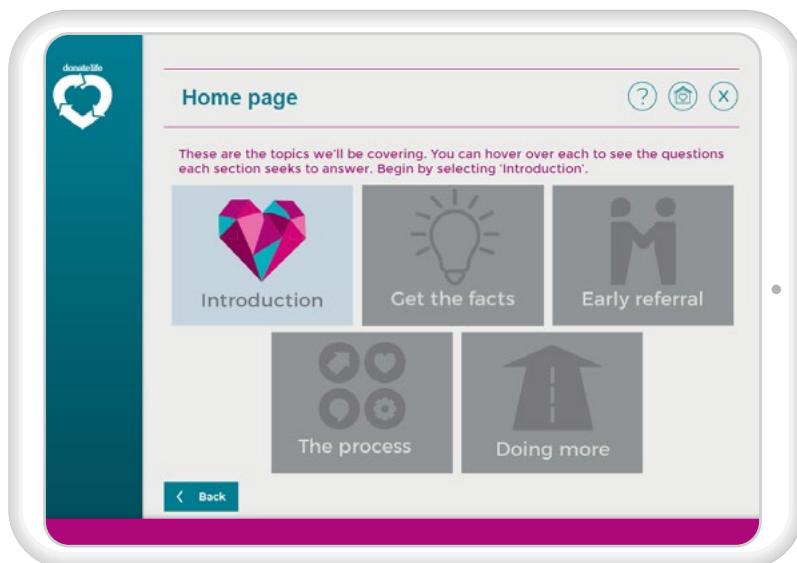
Amanda said: "Our platform enables us to deliver a variety of training to staff across hospitals."

### 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

Notification features make it easier to communicate quickly across multiple groups, Amanda added. "Having that ability to reach everybody with the press of the button is excellent."



The OTA's training modules are highly specialised and are delivered across hospital teams.

## User profile tools

The platform's 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 Janison platform continues to grow as the OTA's work increases, with approximately 325 new users joining per year.

The OTA says that the platform is dynamic and supports new directions the organisation wants to take. There's impressive take-up among current 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 DonateLife 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. Any help we can provide them in this is fantastic and this platform lets us do that."



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### Amanda Bell

Director of Clinical Programs,  
Organ and Tissue Authority