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Development of a New Model on Utilizing Online Learning Platforms to Improve Quality at Healthcare Organizations in Jordan

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INTRODUCTION

The e-learning platforms have emerged as a powerful tool in advancing quality improvement initiatives in healthcare. By offering flexible access to specialized content, fostering collaboration and networking, and providing real-time feedback, EJAOWDA platforms empower healthcare professionals to enhance their knowledge and skills in quality improvement.

As the healthcare industry continues to prioritize patient safety, outcomes, and efficiency, EJAOWDA platforms serve as an invaluable resource in equipping practitioners with the necessary tools to drive continuous improvement and deliver exceptional care.

AIM

The main objective of this study is to explore potential factors influencing Healthcare Accreditation Council training platform (EJAOWDA) success to build the capacity of professionals at healthcare organization with using online learning platforms. Furthermore, the study aim to identify quality improvement projects were created, implemented, monitoring, and submitting via platform.

METHOD

A **quantitative** approach was implemented to provide insight in relation to number of training participants enrolled into the HCAC platform and how to enhance their satisfaction using a questionnaire.

Online questionnaires were circulated to ask participants about their **experience** at online training and how their **quality improvement projects** were positively impacting organization performance.

CONCLUSIONS

EJAOWDA was verified as a productive way to work on quality improvement projects between HCAC trainers and **Quality & Patient Safety Training Course** participants either by;

- Offers the online live and recorded interactive training sessions.
- Provides access to full e-Learning materials and toolkits.
- Afford and collaboratively share the participants QI initiatives.
- Reduces learning costs, efforts, and time.

ACKNOWLEDGEMENT

We would like to thank **HCAC team** for developing the EJAOWDA platform, and to all the quality & patient safety training **participants** for their exceptional quality improvement initiatives. Their commitment and achievements serve as an inspiration to us all.



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RESULTS

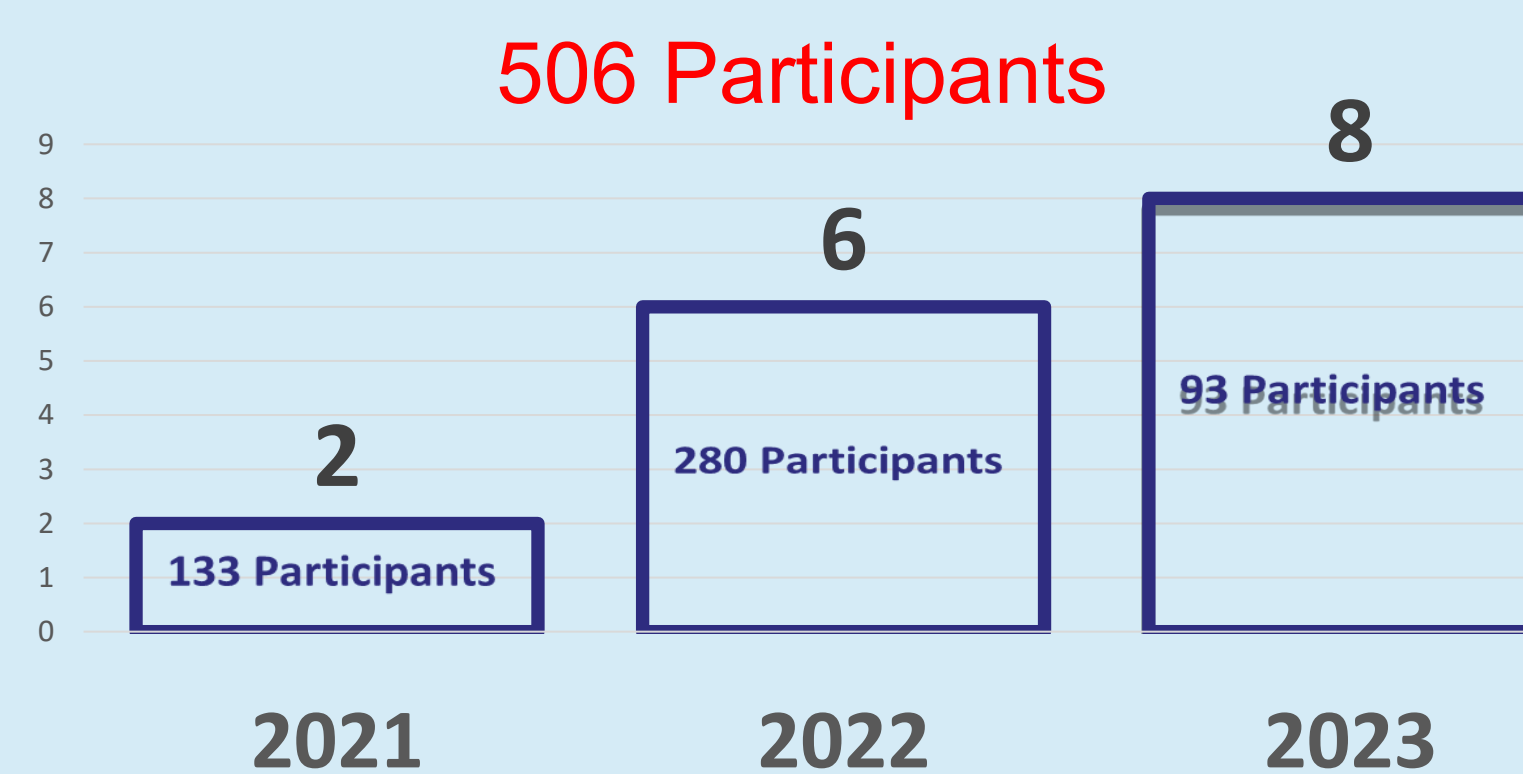
As EJAOWDA achieved all local **CPD** accreditation requirements and became accredited platform to execute online training; demand on online training was extremely jumped as evidence by **platform user** accounts which increased from **1765** in 2021 to be **12.3K.** in mid of 2023.

Eighteen (18) online workshops were executed virtually via EJAOWDA with total number of **(8.2K.)** participants.

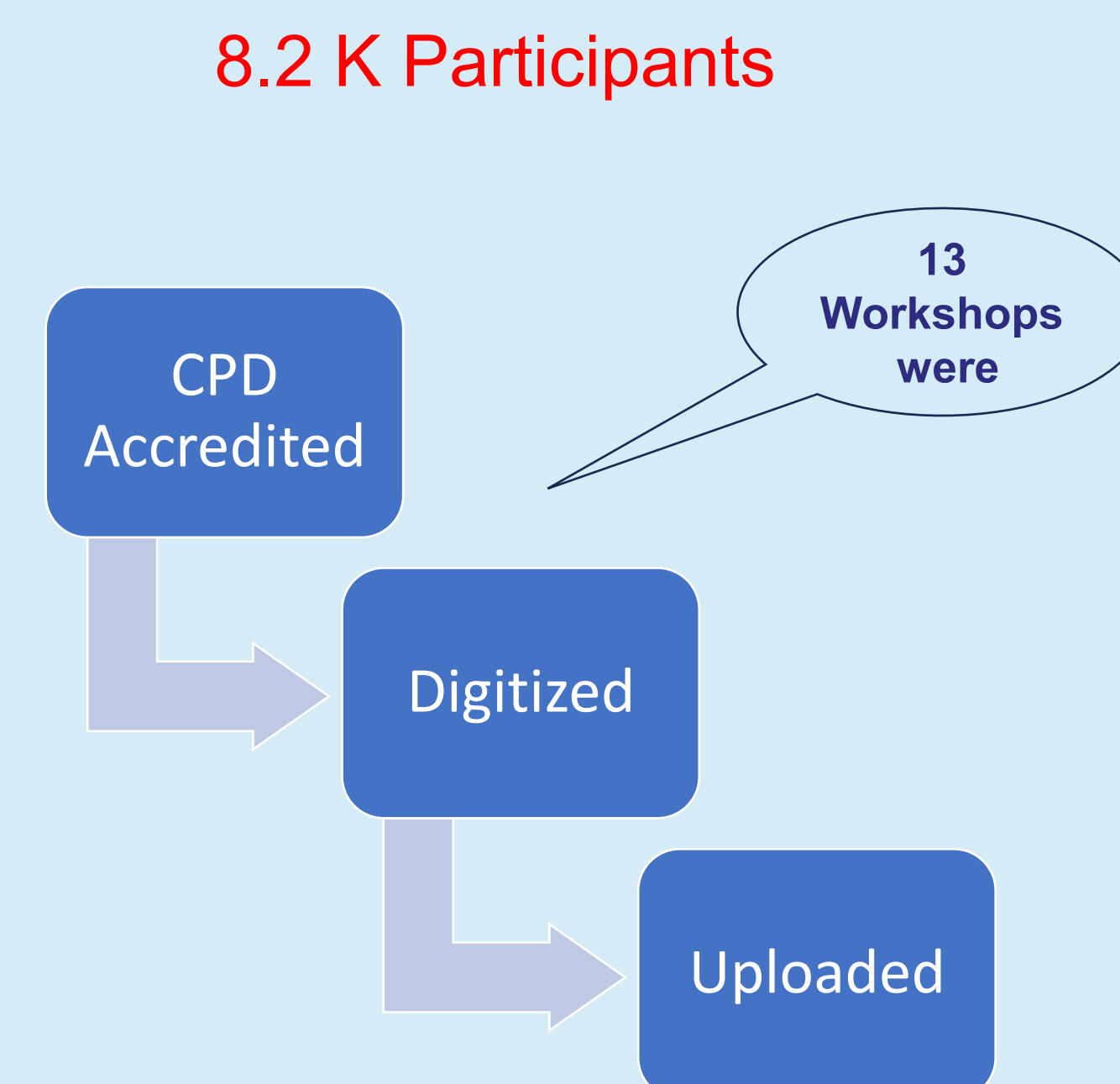
Seventy Six (76) quality improvement projects were created, implemented, monitored, submitted, and **shared** via platform

Availability of recorded sessions with trackable option on platform over the times was the most preferable feature of platform from participants point of view.

HCAC Certificate Courses on EJAOWDA



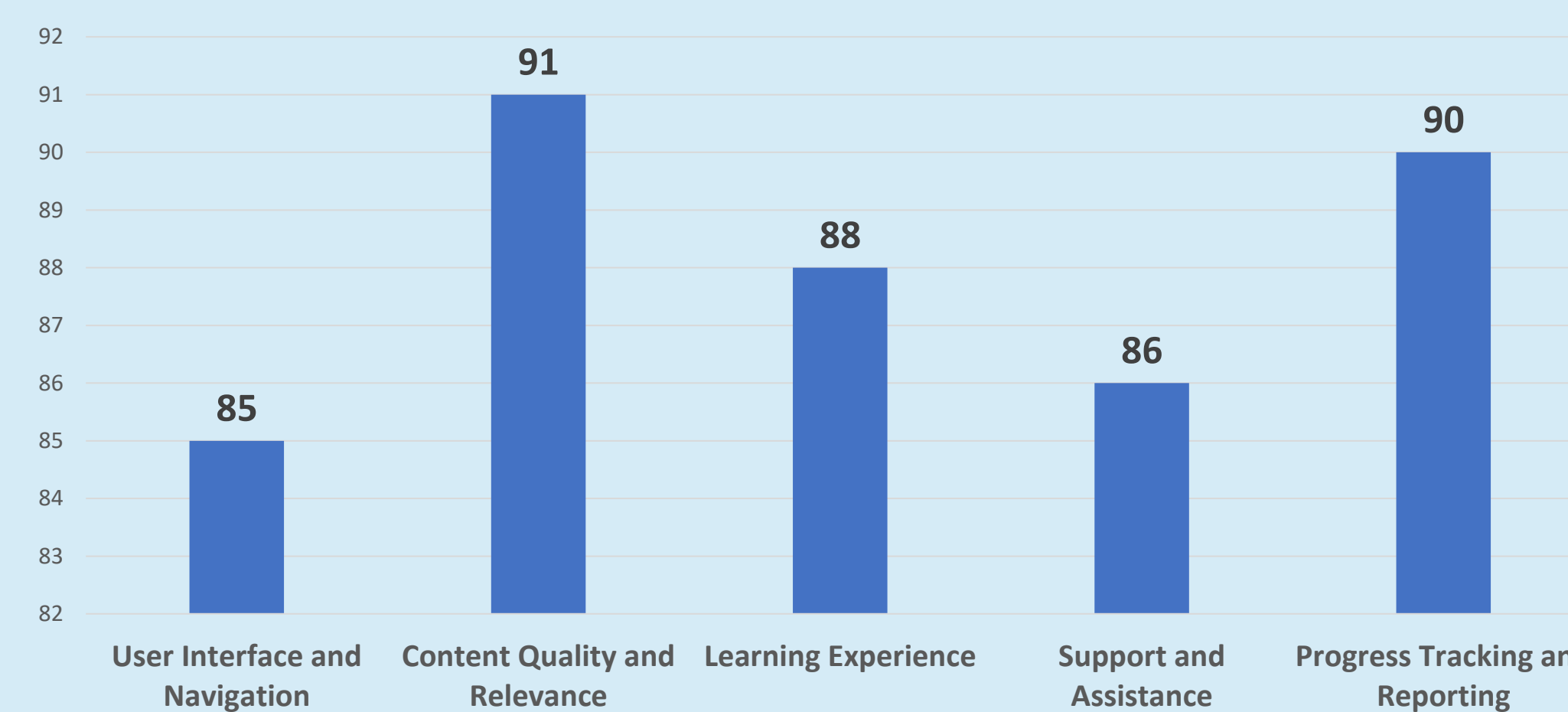
HCAC Workshops on EJAOWDA



The EJAOWDA Users Satisfaction Survey



86% of 623 participants were satisfied with the online courses in term of reflection of what they learn on their growth and ability to advance safer care.



88% is the average of satisfaction on platform in term of its Interface and Navigation, Content Quality and Relevance, Learning Experience, Support and Assistance, and Progress Tracking.