

HOME / CASE STUDIES

Cleveland Clinic launches COVID Care learning at unprecedented pace



About

Cleveland Clinic is a non-profit medical center that integrates clinical and hospital care with research and education. Its mission is to provide care for the sick, investigation into their problems, and continued education for those who serve.

Key project features



Multi-device



Totara Learn platform



Global rollout

THE CHALLENGE

Making critical COVID-19 patient care information available quickly

As the first wave of the COVID-19 Pandemic hit the United States, access to information was vital in protecting public health. This was especially true in the case of healthcare workers. As new cases and dire circumstances swept the nation, the demand for volunteers reached an unprecedented level. Healthcare professionals from all

backgrounds were called to action in support, but many did not have recent experience in Intensive Care Units. As the situation developed, Cleveland Clinic felt a responsibility to make relevant ICU training available quickly in a single, easy-to-access platform.

The screenshot shows the Cleveland Clinic's online learning library for COVID-19. At the top left is the Cleveland Clinic logo. Below it is a navigation bar with 'My Courses' and a search box. A large blue banner reads 'Comprehensive COVID Care'. Underneath is a 'Find learning' section with another search box. On the left, there are filters for 'TOPICS' including 'Approach to the COVID Patient', 'Approach to the Hospitalized Patient', 'Cardiology', 'Dermatology', 'Endocrine', 'Ethics', 'Gastroenterology', 'Hematology / Oncology', 'Infectious Disease', and 'Neurology'. The main content area shows a grid of four featured courses: 'Approach to the COVID Patient' (8 minutes), 'Basics of Lung Ultrasound' (8 minutes), 'COVID-19 at Work', and 'Donning and Doffing your Ultrasound Machine' (6 minutes). Each course card includes a thumbnail image, a 'Featured' badge, the course title, a brief description, and the duration.

OUR SOLUTION

A dedicated online learning library for COVID-19 resources

Cleveland Clinic already had a comprehensive Totara portal full of educational resources and trainings, but the need for a second external system became apparent with the advent of the pandemic. Nurses and physicians without the regular ICU experience needed to treat COVID-19 patients required an exclusive portal where they could skill up. The portal itself needed to be easy-to-navigate and mobile-friendly, so the educational resources could be available anytime without confusion. With all of these factors in mind, the Kineo development team raced to action and the Comprehensive COVID Care training system launched in record time.

THE RESULTS

A mobilized healthcare workforce prepared for the challenges ahead

The agile development of these COVID-19 training modules provided essential learning for healthcare workers and equipped them with the knowledge to save lives. Critical training became instantly available within a few clicks, covering relevant ICU essentials like how to operate a respirator.

While the direct impact of this is immeasurable, the Comprehensive COVID Care platform has already had over 8,000 visitors from 107 countries. It also helped Cleveland Clinic maintain their strong reputation as a leading educator in healthcare space, which was especially important during a global pandemic.

The full, up-to-date Comprehensive COVID Care platform is [available to view here](#).



“As the pandemic response started to pick up in the United States, we felt a public obligation to provide a free COVID-19 care resource center to all healthcare workers. It was critical that the development work around this platform be done quickly and our existing relationship with Kineo enabled us to complete it at an urgent pace. Thanks to hard work from the Kineo Team as well as our internal teams, our Comprehensive COVID Care training system launched just 20 days after our initial outreach”

Jonathan Bonezzi, Director of Technical and Educational Resources