

Dossier's digital platform gave Bergen's competencies a clean bill of health.



## Diagnosing Bergen's problem

New standards, procedures, re-certifications and legal liabilities needed to be managed at Bergen University Hospital to ensure competency compliance among more than 12,000 employees. From e-learning to classroom and side-by-side training, data was decentralized, which made reporting complex, if not impossible. It was evident that an LMS on its own wasn't enough, and the big paper chase—a drain on time and resources—needed to end.

## How this Norwegian Health System achieved success with Dossier

Dossier created a digital portal that funneled all competencies into one dashboard, giving Bergen a comprehensive overview of learning progress and compliance across all organizational units and levels. At a glance, managers could accurately track profiles, identify training and development needs, enable the assembly of teams with the right skills and help staff prepare, implement and follow up on agreed-upon activities. What's more, the seamlessness of digital checklists, signatures and advanced documentation ensured staff was always audit ready.

Results were so impressive, the solution was rolled out across the entire Western Regional Health System which operates nine hospitals with more than 31,000 employees combined.

### About Bergen University Hospital

Bergen University Hospital provides specialized care to approximately 1.1 million patients annually and employs about 12,000 staff. Haukeland University Hospital is the main hospital in the Health System of the Western Norway Regional Health Authority (Norwegian: Helse Vest RHF).

“This platform has given our leaders a better view of and control over competency development.”

Anne-Mette Koch  
Special Advisor

More than  
**65%**  
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