Dossier

Digital
competency
management

Empowering care teams to get One Step Ahead.

How Dossier's platform enables real-time visibility and keeps everyone in every department up to date.

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Paper-based, antiquated competency management isn't healthy for today's fast-paced world of healthcare.

Take one look at the current situation in our industry, and it's easy see why the prognosis feels grim for hospital executives around the country. Staff are overburdened, overworked and burned out. In addition to navigating resource shortages, they are watching their colleagues resign at rates never experienced before. Finding skilled replacement talent brings its own set of unique challenges, compounded by reduced hospital profits and inflation that's driving up prices for drugs and supplies. Add to that cashflow constraints from payors denying claims for failure to meet coding or documentation requirements.

Yet now, more than ever before, maintaining the highest standard of care must remain a top priority for all. Enter Dossier. A digital competency management platform that saves time, reduces errors and makes reporting seamless — all the while helping executives ensure every care team member has the skills, knowledge, judgment and decision making for the tasks being asked of them. And with implementation that takes weeks, not months, it's easy to see how shifting to Dossier's digital platform helps care teams get One Step Ahead.

Dossier

Resources

Procedures

Side-by-side

Simulation

**Judgment,
Skills, Behavior &
Decision Making**

Teaching

**LMS
20%**

80%

E-learning

Instructions

Mentoring

Only 20% of your team's required training lives within your LMS.

That's right. Skills, judgment, decision making and behaviors make up the other 80% of knowledge required to demonstrate competence. Traditionally, these paper-based competencies are managed manually and in disparate systems, which can result in error-prone, outdated records. As a result, knowing if your care team is competent and compliant is challenging, at best.

But with Dossier's platform, you get a central location that sits on top of your Learning Management System (LMS). We aggregate 100% of learning content, easily providing you, shift planners and leadership complete visibility updated at the point of completion.

Our cloud-based platform provides immediate visibility.

By shifting competency management from paper to the cloud, competency plans can be created, updated, assigned and managed in real time. Preceptors gain visibility into learning management systems, providing a big-picture view of the entire learning ecosystem. The ability to see all activities, regardless of learning source or method, and competency progress, means scheduling can be done swiftly and with confidence.

Need to make changes to a plan? Simply log in, make the update, assign it to the right people and you're done. Even better, going digital means less chance for errors and better version control.

Easily identify gaps and remind those falling behind.

In-systems reminders mean those falling behind get notified — helping to ensure that on survey day, and every day, your reports reflect a competent team that's fully prepared. Customized reports can be run for individuals, departments, facilities or the entire enterprise in minutes.

Dossier has dedicated features for preceptors, mentorship, residency, L&D performance analytics and surveys.

A closer look at an educator's view.

Supports multiple assessment methods

Info is up to date and accessible from any device, any time

Easy sign off of competency checklists

Integrates with LMS

See all assessments from one screen

Align learning resources. Standardize competency requirements. Vastly improve the delivery of care.

Eliminate waste: No papers. No binders. No problem.
Shifting competency management to a digital platform doesn't just create zero waste. It eliminates errors, duplications, lost papers and the time required to search for binders. With updates made at the point of care, changes can be made in instantly. That gives team members more time to spend with patients, complete training or take a moment for themselves.

Successfully manage operational resources while improving staff satisfaction and retention. How? Staff appreciate knowing what's expected of them and whether or not they're falling behind. Preceptors appreciate that those in training are better able to see and submit what's due.

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$10,876,618*

Average saved over 3 years

*According to U.S. averages for nursing teams of 2,500.

The sooner you digitize,
the sooner you save.

That's over 177,000 hours. And in just one department!

Find out what your ROI could be with cloud-based competency management from Dossier.

Calculate Your ROI

Dossier

Dossier supports your vision. Future-proofs your infrastructure. And drives additional savings.

When rolled out across multiple teams or throughout your entire organization, Dossier helps you realize compounded savings that can be reinvested in other departments. And with the support of our customer support team, implementation is possible in just a few weeks.

Nursing   Pharmacy   Imaging   Labs   HR, Quality & IT

A digital transformation to cloud-based competency management benefits not only care team members, but educators, department managers, healthcare executives and more — giving you one platform for your entire organization.

Report in real time.

As a cloud-based platform, Dossier reports give you real-time visibility into your entire learning ecosystem. Easily provide the Joint Commission and other regulating bodies the data they need to show your compliance.

Integrate with your current LMS.

Dossier sits on top of your learning management system (LMS), helping you drive additional ROI and enhance your current investments.

Improve operational efficiencies.

Remind those falling behind with in-system reminders. And make competency updates and sign off on checklists at the point of care.

Boost employee satisfaction.

Dossier's digital platform makes it simpler and more enjoyable to gain skills, raise performance and lower risks—a win for all.

End the paper chase.

By digitizing all learning modalities — everything from didactic to direct observations — you'll say goodbye to a sea of endless binders.

Create and update plans with a few clicks.

Whether it's creating a competency plan for one person or making an adjustment that affects thousands, Dossier makes it easy and seamless. What took days, if not weeks, now takes minutes.

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Enable competent teams in every department.
Every moment of the day.

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Nurses, Pharmacists, Lab & Medical Imaging Techs

Whether onboarding new staff or training current staff about new processes, digital competency management means educators can update records immediately — eliminating the need to chase papers and binders.

For learners, getting focused, quality time with educators is highly valuable. Being able to immediately understand what's expected of you builds confidence.

Nurse Educators & Clinical Preceptors

Having quality time to adequately train staff isn't just essential. Meaningful interactions also result in a skilled, prepared team. When nurse educators gain access to platforms that allow them to work efficiently, the saved time results in more training and better progress. Staff recognize this investment in their professional growth and it results in improved retention.

What's more, current LMS systems can share learner data with Dossier's platform, enabling nurse educators to see staff's competency progress in one user-friendly dashboard.

Directors & CNOs

For leadership, going digital means having complete confidence in your care team. One dashboard provides all the detail you need by individual, department, facility, or enterprise. Since information is reported in real time, you can easily see who is falling behind and send in-system reminders.

For governing bodies, reporting is swift and available in a matter of clicks. So, survey day becomes less stressful.

HR, Quality & IT

Dossier helps you pull every data point related to any competency across all sources. Access to all your data increases interoperability between your current sources and investments. It also helps quality managers gather learner analytics and create reliable reports for The Joint Commission and other regulating bodies.

When it comes to implementation, IT departments will find our adaptable platform is not only safe and secure, but can get up and running in just weeks. As you build a stronger ecosystem that promotes collaboration, we'll be with you every step of the way.

Chief Financial Officers

Staff shortages are contributing to resource constraints. However, staffing challenges aren't always solved by adding to the headcount. Digitizing manual processes allows your team to improve efficiencies, so they they work smarter, not harder.
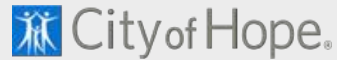
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"We can have all employees in one system and can manage their annual and monthly competencies. This helps with our CMS regulations and reporting."

Christina L.
Dialysis Technician Educator

Dossier

Ascension

BaylorScott&White
HEALTH

CDC
Centers for Dialysis Care
Quality care...and so much more.

Comanche County Memorial Hospital

DOWNSTATE
HEALTH SCIENCES UNIVERSITY

MedStar Health

MUSC
Medical University
of South Carolina

Piedmont
HEALTHCARE

UNIVERSITY
OF
CALIFORNIA
HEALTH

See what our clients have to say.

City of Hope.

"I am thrilled that I have all my staff competencies in one place and can view the dashboard to see where every staff member is in their journey to completion."

Chris Tarver
Executive Director Professional Practice & Nursing Excellence

SAN MATEO COUNTY HEALTH
All together better.

"They hand hold. They built whatever I had in paper form into their system. It was very self-explanatory and easy to navigate. Testing and piloting were seamless."

Emily Weaver
Manager, Rehabilitation Department

Check out our case studies ⟶

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"We worked with healthcare teams and clinicians to build a platform that overcomes current-day challenges and helps enterprises prepare for the future. We are enhancing the ability to access data within healthcare organizational learning systems and activities so they can be data ready."

Geir Arnhoff
CEO & Co-Founder, Dossier

in Connect
on LinkedIn

Dossier

We have 20 years of staying ahead behind us.

We've spent two decades helping organizations ensure quality of care. So passionate professionals have more time to do the jobs they love and leadership has confidence in their abilities. We know digital acceleration is critical in healthcare and look forward to helping you build a platform that meets your needs, connects with your systems and gets you One Step Ahead.