

#180 Question 58.a.i

Please provide additional information on the number of trainings per year, per training and evidence of impact on policies, procedures, patient outcomes, employee satisfaction and/or employee/provider burnout.

Response:

CNE's learning management system contains over 5,103 courses that are available for assignment or elective self-enrollment. Assignments may consist of one or multiple online courses (or CBLs), live or virtual instructor-led classes, or other learning activities.

Learning categories include a wide range of clinical and non-clinical topics, including but not limited to:

- EHR training
- Orientation
- Onboarding
- Technical skills development
- Soft skills development
- Quality
- Safety
- Team
- Compliance
- Regulatory
- Leadership and management development
- Diversity, equity and inclusion (including unconscious bias as detailed below in CNE's response to [Question 58.a.ii](#))

Between January 01, 2020, and December 31, 2020, CNE assigned 52,102 learning assignments to employees across the system. Of this group of assignments, there were 44,942 completions, totaling a completion rate of 86.26%.