

LMS Digital Enhancement Report (CPD Portal)

Elevating Compliance, Security, and Learner Experience

1. Single Sign-On (SSO) Enablement

- **Before:** Users needed to manage multiple logins, creating extra clicks, forgetting passwords and increasing security risks.
 - **After:** Implemented Single Sign-On (SSO) for seamless, centralized authentication.
 - **Value Added:**
 - Reduced login friction with fewer steps.
 - Enhanced enterprise security through centralized access.
 - Increased user satisfaction and reduced IT support needs of CPD Staff.
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2. AMA Credit Type Relabeling

- **Before:** Physicians frequently claimed the wrong credit type (**AMA PRA Category 1 Credits™ Hours**) due to unclear labeling, resulting in significant back-end corrections by the CPD team.
 - **After:** Relabeled **AMA PRA Category 1 Credits™ Hours** to a distinct Non-Physician Participation Credit label.
 - **Value Added:**
 - Prevented mis-claiming of credits and allows for seamless automated direct reporting to state medical boards **if** profile was entered correctly.
 - Reduced manual corrections and administrative workload.
 - Ensured compliance with accreditor standards.
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3. Updated Evaluation Form

- **Before:** Evaluation questions were confusing and sometimes redundant, didn't follow Likert scale best practices and producing only surface-level data on learner satisfaction/ program evaluation.
 - **After:** New evaluation form captures measurable outcomes, intended practice change, barriers, and metrics on implicit bias/SDOH — aligning with Joint Accreditation and state mandates.
 - **Value Added:**
 - Richer insights for program improvement.
 - Alignment with compliance and commendation standards.
 - Stronger evidence of CE's impact on clinical practice and system priorities.
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4. Accreditation Tab Refresh

- **Before:** Incorrect JA Commendation logo was displayed, and learners across disciplines could not easily identify which credit types applied to them.
 - **After:**
 - Removed the incorrect JA Commendation logo.
 - Added discipline-specific credit labels.
 - Reformatted tab for cleaner readability.
 - **Value Added:**
 - Increased clarity and reduced learner confusion.
 - Built trust through accurate representation of credits.
 - Improved transparency and compliance.
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5. Profile Field Improvements

- **Before:** License ID and MOC Board ID fields were unclear, often leading to incomplete or inaccurate reporting data.
- **After:** Simplified and clarified profile field entry for IDs.

- **Value Added:**
 - Increased accuracy in board reporting.
 - Reduced follow-up requests and errors.
 - Supported compliance with regulatory requirements.
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6. Certification Clean-Up

- **Before:** Incorrectly applied IPCE designation across ALL courses, faculty designation errors, and inconsistent font/logo sizing.
 - **After:**
 - Removed universal IPCE statement.
 - Corrected faculty designation (e.g., Fozia).
 - Standardized font and logo usage.
 - **Value Added:**
 - Improved compliance accuracy.
 - Enhanced professionalism and presentation quality.
 - Strengthened learner confidence in CE documentation.
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7. Unified Branding Rollout

- **Before:** LMS branding did not reflect Sutter's updated enterprise style.
 - **After:** Installed Sutter's new branding style sheet across the platform with an emphasis on Sutter Health University's branding style.
 - **Value Added:**
 - Consistent brand identity across the organization.
 - Modernized user interface.
 - Reinforced organizational professionalism.
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8. Navigation & Design Enhancements

- **Before:** Secondary tabs lacked visual distinction, tables lacked distinction, Homepage lacked modern feel, California Assembly Bill references for implicit bias and cultural & linguistic competencies were located in the Program tab- causing confusion.
 - **After:**
 - Added teal highlights and borders to secondary tabs for better navigation.
 - Tables have been clearly defined, hovers have been added, verbiage has been correctly to be uniformly represented
 - Quick link for “claim Credit” added to the main page as requested by many end users
 - Relocated CA AB references to the Overview tab for logical placement.
 - **Value Added:**
 - Improved usability and wayfinding.
 - Reduced user confusion.
 - Delivered a cleaner, more modern interface.
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9. Dropdowns in Plan and About Tabs

- **Before:** Dense blocks of text in the Plan and About tabs made it harder for learners to scan information quickly.
 - **After:** Added dropdown menus for cleaner organization and easier readability.
 - **Value Added:**
 - Streamlined user experience with collapsible content.
 - Reduced cognitive overload, especially for first-time learners.
 - Modernized navigation consistent with digital learning best practices.
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10. Automated Reminder Emails (Future State)

- **Current:** Reminder emails are generic, requiring extra clicks and sometimes leading to missed evaluations.
 - **Future:** Emails will be more direct and include a one-click link that takes the learner straight to the evaluation form.
 - **Value Added:**
 - Higher evaluation completion rates.
 - Easier user workflow with fewer clicks.
 - Stronger data capture for accreditation reporting.
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11. Navigation Progress Bar Clean-Up

- **Before:** The progress bar with duplicative interactive buttons were confusing and didn't function as learners expected.
 - **After (planned):** Buttons on the progress bar will be hidden to eliminate confusion and simplify navigation.
 - **Value Added:**
 - Reduced learner frustration.
 - Cleaner page design and more intuitive course navigation.
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12. Featured Courses Tab Refresh (Future State)

- **Before:** Featured courses were outdated and not strategically highlighted.
- **After:** Featured Courses tab will be refreshed regularly to highlight priority system initiatives and high-demand programs.
- **Value Added:**
 - Increased visibility of enterprise priorities.
 - Promoted flagship programs for greater systemwide adoption.

- Improved learner engagement through fresh, relevant content.