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Applying e-learning to pharma and healthcare

An interview with Laura Guardi from Pharming explains how eLearning training is effectively delivered in the pharma sector.

ELearning is well received in the pharmaceutical and health sector, in particular for the training of laboratory technicians, where the absence for long periods of staff from the workplace can be problematic.
Specifically, one area in which eLearning can effectively be applied is contamination control and hygiene. Pharmig, the professional training institution operating in the pharmaceutical and healthcare sectors at a global level, recently launched an interactive eLearning platform for hygiene and disinfection training.
We report the full interview of Digital Journal to Laura Guardi, a member of the Pharmig committee and co-lead developer of the module together with Rachel Blount. of Pharming.

Digital Journal: What are the advantages of eLearning for pharmaceutical companies?
Laura Guardi: eLearning is a form of consolidated training in the pharmaceutical industry as it provides lessons in flexible format that can be integrated with internal training packages.
DJ: What are the drivers of this type of training?
Guardi: There are three key factors. The first is that training must be engaging. In the portal we have created, each module combines video footage and animations; understanding is assessed through multiple-choice questions.
The second success factor is flexibility. Users have the opportunity to complete the activity in the moment they prefer, avoiding the difficulty and rigidity of planning the "lesson hours". The user can suspend and restart training at any time, minimizing the impact on operations.
The third factor is the measurability of the success of the training. When completing a form, a certificate is generated that confirms the completion date and time, the name and position of the user, the topics covered by the training and the overall score.
In general, drivers are those of innovative training: flexible, low-cost and accessible remotely.
DJ: Why has Pharmig decided to develop an eLearning platform?
Guardi: The portal was developed in response to feedback from members. eLearning was perfectly in line with the other types of training and teaching materials we offer, such as seminars, webinars, conferences and a variety of publications.
DJ: How does the platform work?
Guardi: The site administrator has complete supervision of the progress of the training for each user, also based on the questions he has incorrectly answered, so that further coaching can be provided where necessary. This approach combines the flexibility of eLearning with the opportunity for discussion that occurs in classroom training.
DJ: What is the purpose of the first module?
Guardi: The topic of the first module is the cleaning and disinfection of the white rooms (or cleanrooms). The module is then divided into three chapters.
The first chapter is an introduction to contamination in cleanrooms, which examines the importance of contamination control in the cleanroom and the classification limits for microorganisms and particulates.
The second chapter concerns the selection, storage and use of disinfectant. This includes the types of disinfectants and detergents, in addition to the preparation and storage of the solutions.
The third chapter focuses on cleaning techniques, covering the control of cleaning equipment; the importance of cleaning before disinfection; the correct sequence of cleaning and disinfection operations; good washing and drying techniques; and how to dispose of waste solutions safely.
DJ: Who is the module for?
Guardi: The module is ideal for people who are new in cleanroom environments and, in general, anyone involved in cleaning and disinfection: operators, cleaners, quality control and quality assurance staff.
DJ: How was the module developed?
Guardi: We wanted the first training modules to have a great appeal for our members. Because cleaning and disinfection are a key part of a company's contamination control strategy, this was an ideal topic to start with. It is essential that the people who perform these tasks understand the importance of their role.
The filming of the module took place at the National Institute for Research and Training on Bioprocesses (NIBRT), a

world-class pharmaceutical training facility located in Ireland. We have also worked with contamination control experts from Ecolab and Contec companies, who have kindly provided material for additional footage and additional videos.

DJ: How important is the evaluation part of the module?

Guardi: Evaluation of the effectiveness of training is a fundamental part of the module. The site administrator can configure the settings according to the specifications of his company in terms of minimum score and maximum number of attempts for each question. The ability to view questions to which a person has incorrectly answered allows you to provide additional coaching if needed. Upon successful completion of the form, each user can print a training certificate that meets the Good Manufacturing Practice (GMP) documentation requirements.

DJ: How did you deal with security and access issues?

Guardi: Each user has unique identification and password. The site administrator can set goals and maximum number of attempts for a question, but otherwise the settings are blocked. It is also included a simple audit trail of the activity. Being web-based, companies do not download software directly on their computers or servers, so this also reduces the risks in terms of cybersecurity.

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