



absorb

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Children's Hospital
of Philadelphia®

Customer story



Industry

Healthcare

Use case

Employee upskilling, Product training

Solution

[Absorb LMS](#), [Absorb Engage](#),
[Absorb Analyze](#)

Challenge

- Unique training hospital use case (corporate / academic).
- Need for mobile and remote access to content and resources.
- Able to support training of residents and fellows during pandemic.

Solution

- On-the-fly and asynchronous local and remote access.
- Flexible, open API-based platform to build on.
- Analyze for reporting and analytics of metrics.

Results

- More successful recruitment and retention.
- Strong recognition in academics and training.
- Providing skill and confidence to residents and fellows.

Summary

For a medical milestone-making pediatric hospital like Children's Hospital of Philadelphia, ensuring access to top-tier training is crucial. When the radiology department decided to develop a revolutionary education platform, it turned to Absorb as the foundation of its new program. Learn how Absorb is providing the structure for CHOP's educational and training platform for more than 500 radiology fellows, residents, and supported staff.



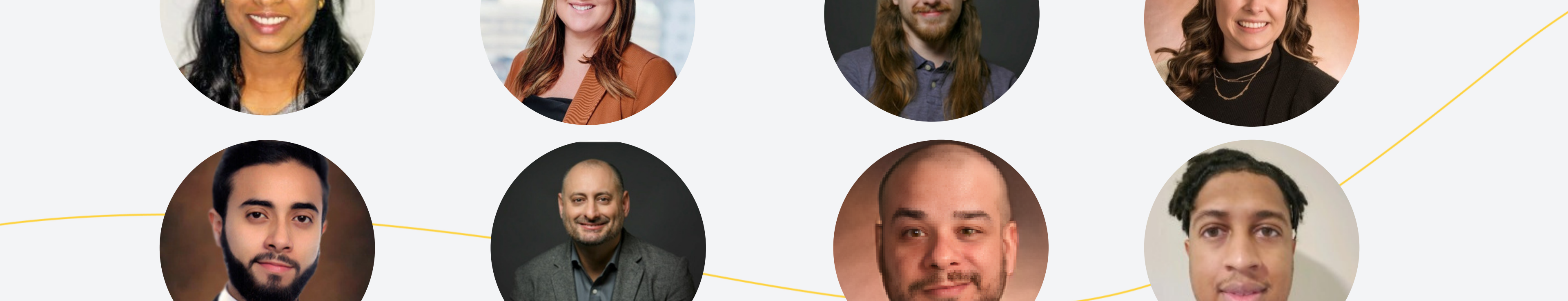
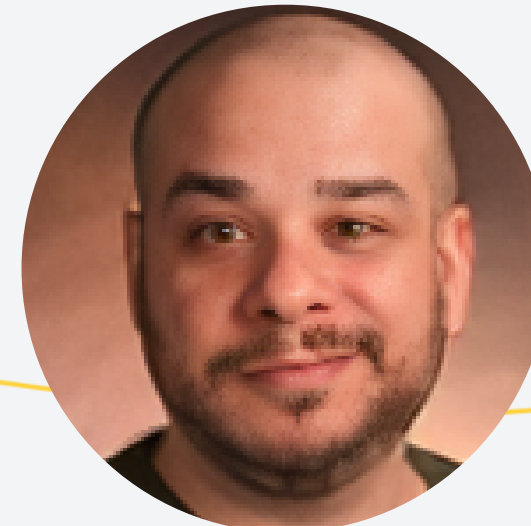
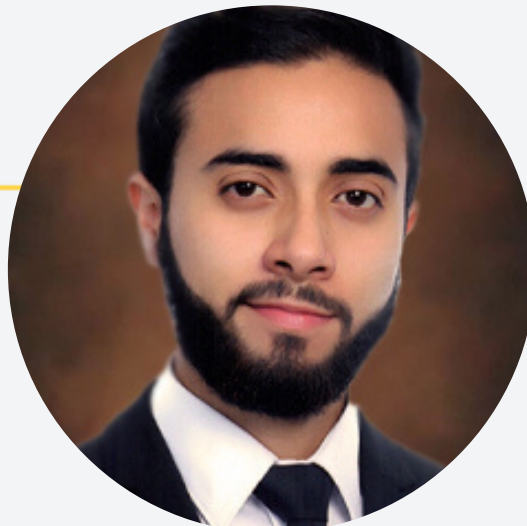
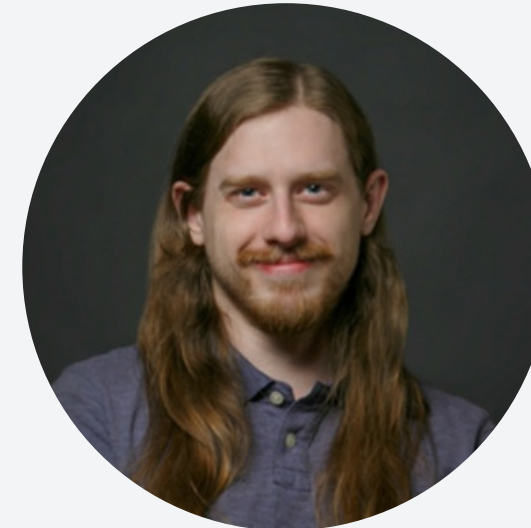
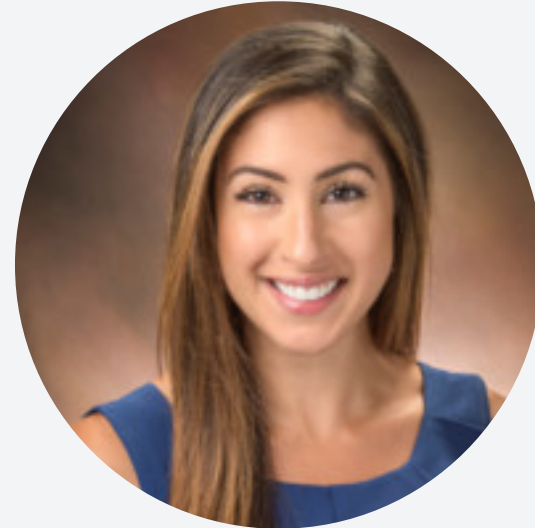


Dr. Janet Reid

Professor of Clinical Radiology

“ Absorb helps us bridge the gap between ongoing education and digital learning, making our RADIAL program accessible, reliable, and impactful—enabling learners to further their medical careers both inside and outside the hospital.

RADIAL team:



CHOP develops industry-leading radiology training solution using Absorb LMS

The first hospital in the U.S. dedicated solely to the care and health of children, [Children's Hospital of Philadelphia \(CHOP\)](#), has accomplished many milestones and medical breakthroughs over its more than 150-year history.

Since its founding in 1855, the hospital has become a national leader in pediatric care and research across many complex specialties, with more than 18,000 employees impacting the lives of children and families locally and globally. In 2023, the hospital admitted over 33,000 patients and saw more than 1.5 million in emergency and outpatient departments.

Advancing pediatric training

Training future doctors and continuing physician education are among the hospital's core commitments, and CHOP is renowned for having comprehensive training programs, especially in pediatric specialties. It has one of the largest pediatric training programs in the U.S., with more than 400 residents and fellows participating in over 55 training programs.

One such program is radiology which uses RADIAL, short for Radiology's Intelligent Adaptive Learning, which was designed to give medical students, residents, and fellows guidance, resources, and advice to further their career growth. The program was developed by Dr. Janet Reid, Professor of Clinical Radiology, Vice Chair of Education and Attending Radiologist at the hospital.

One of the hospital's six departments at CHOP, the radiology department's scope and training program are impressive. "From an imaging perspective, we are one of the largest pediatric radiology departments in the world," says Dr. Reid.

"We have 65 to 70 radiologists, whereas many hospitals would have less than 10. And we train a lot of people: last year we had almost 180 trainees come through, as well as observers from all over the world."

Residents are seeded from a dozen different programs around the country, with the hospital seeing 10 to 12 a month for approximately two to three months of their four-year residencies.

Radiology training excellence

In 2018, Dr. Reid suggested RADIAL as a comprehensive and centralized educational resource to the CHOP radiology administrators, to allow residents and fellows to continue their education asynchronously. With the administration on board and the budget assigned, RADIAL was born.

The program had several goals related to the unique use case of medical training, especially in radiology. “In radiology, we sit at massive computers and interpret images all day, so we **wanted a program that was available, accessible, easy to use, and reliable with minimal downtime**,” Dr. Reid says. “And we wanted learners to be able to access it inside or outside the firewall, so if they didn’t have downtime when at the hospital, they could access the training later.”

The program is provided free to the hospital’s internal users, but CHOP aims to deliver it externally for a fee in the future. Additionally, as an academic organization, there is a further goal of being able to produce published scholarly articles based on RADIAL, driving the need for data.

As a teaching hospital, **CHOP needed an LMS that sat somewhere between the structures of a corporate education program and academics**. After vetting several solutions, the hospital found that in Absorb LMS.



Deploying Absorb LMS and Analyze

The company deployed Absorb to bridge the gap between ongoing education and learning in the digital space. This helps CHOP radiology deliver global educational resources, and lectures to learners via computer or mobile device.

“There are very few organizations doing what we’re doing in radiology training,” Dr. Reid says. “Most places are operating with apprenticeship and on-the-fly teaching which may include Google-derived resources. No one else has this.”

In addition, during the Covid-19 pandemic when providing training proved challenging, RADIAL was ready to help learners access vital content and resources remotely.



CHOP uses Absorb Analyze to pull data about course enrollments, users, frequency, and completions. Keith Webster, Project Manager at CHOP, is investigating how to get even more granular reporting based on the hospital’s unique use case. This includes comparative metrics between fellows year-over-year, as well as which learners are using the platform on the fly, and which are training asynchronously.

RADIAL has been implemented with a **direct one-click, single-sign-on** from the radiology department’s main PAC (Pictorial Archive and Communications) system. “We have some application program interfaces plugged into it that are helping us streamline the RADIAL content,” Dr. Reid says. **The team has also developed an in-house recommender tool to direct learners to the content suggested to them.**

Proving program value

The team relies on analytics to supply evidence that RADIAL is reaching its goal of providing a learning tool that appeals to adult learners and provides the breadth and depth of content needed to further their medical careers.

“Budgets are getting tighter, and we always have to prove that what we’re doing is valuable,” Dr. Reid says. The RADIAL program has been able to do that. In addition, Dr. Reid is seeking patents on it and a complementary learning program called RADHawk, an AI-based recommender that employs a user-adaptive iterative algorithm. RADHawk is currently undergoing extensive business analysis with the University of Pennsylvania to create a just-in-time advisor that pushes RADIAL resources to radiologists that are in context with specific cases.



Proving program value cont...

As the only such program for radiology training, Dr. Reid says its **Absorb-powered RADIAL learning management system has served as a recruitment tool.** “Prospects call it out as a visible example of our focus on education and our commitment and dedication to it.”

“We have a lot of people leaving for their jobs after their training and begging to have sustained access,” she continues. **“The Absorb-RADIAL platform acts like a hub, with the AI-based flexibility to build spokes such as AI-driven ventures.”**

In addition, she says from an academic perspective, where the currency is published papers, presentations, keynote invitations, and grants, RADIAL has “been very fruitful.”

Webster suggests that reporting metrics from Analyze help provide proof of the program’s success. **“With Analyze, I’ve pulled granular data showing the department promising trends in assessment reporting, user activity, and course activity within RADIAL.”**

“These data points show how RADIAL has increased usage of its prominent resources and educational content.” He adds: “The growth of RADIAL has allowed all the radiologists at CHOP to further pursue their roles in the hospital and take full control of their learning with confidence.”



Empowering learners to enrich their
lives, workplaces and communities.

Schedule demo