



Development and Implementation of a Nationwide Training Program for a Major System Implementation

National Healthcare Outpatient Company

Type of Business

Client is a leading national provider of diagnostic imaging services from highly sophisticated PET, MRI and CT to more common X-rays and ultrasound. Services are delivered through a network of owned and operated diagnostic imaging centers.

Statistics

Annual Revenue
\$250 Million

Number of Clinical Locations
76 in 10 states

Contact Information
Available on request

Business Challenge

The company's previous experiences with systems implementation at some of its subsidiaries, pointed to the fact that faulty initial training would lead to slower adoption times, increased stress among the end users, and employee's poor usage of the new tools

Implementation of this training program had to address:

- ▲ Different types of end users with different job functions
- ▲ Different levels of ability and computer skills among end users
- ▲ Regional differences among the company's subsidiaries (markets served, regulations, services offered, types of customers, etc.)

Action and Results

By developing a thorough training program that could instruct the company's employees on not just the new technological solutions, but also on the standardized business process that were designed; the company achieved a successful implementation of systems and processes across its nationwide subsidiaries.



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Avalion led the team responsible for defining the overall training strategy and roll-out plan. This included defining the overall training strategy and roll-out plan and developing key training tools including:

- ▲ Training curricula
- ▲ Training materials
- ▲ Customizable training presentations
- ▲ Trainee reference materials
- ▲ Course evaluation tools
- ▲ Competency tests
- ▲ Customizable training scheduler

Coordinated and delivered training for super users and end users across the company's nationwide subsidiaries.

Through the efforts of the Training Program, over 19,000 hours of user training were accomplished. Additionally, the quality and rigor of the program allowed the company to receive ASRT Certification for a number of training modules resulting in over 3,500 hours of CEU credits being accomplished as a result of the training program. These CEU credits were achieved as a part of the overall training program – translating into a projected savings of \$50 - \$100 per CEU hour or a projected savings of \$175,000 - \$350,000.