

## CASE STUDY

# SUCCESSFUL TRAINING OPTIMIZATION REDUCES COSTS WHILE IMPROVING LEARNER EXPERIENCE



6 Academic and  
Community Hospitals  
4 Suburban Healthcare  
and Surgery Centers  
39 Primary & Specialty Care  
Outpatient Sites



5,000+ Physicians  
30,000+ Users

### Overview

An innovative health care solutions network selected HCTec as the exclusive provider of Epic-credentialed training consultant staffing services for its expansive network of hospitals, healthcare and surgery centers, and primary and specialty care outpatient sites. HCTec went on to provide several teams of credentialed trainers for several separate implementation waves across all Epic modules, as well as numerous resources to assist in completing training optimization projects.

In the end, the partnership with **HCTec helped enable the training team at the health care network to improve learner experiences, streamline processes, reduce costs, and boost revenue.**

### Challenge

Despite the efficiency of training program at the health care network, the training team was dealing with budget constraints and inefficient training time in the classroom. To improve the learner experience, HCTec provided resources, strategies, and expertise to transition to a more efficient and effective training program. HCTec's team also provided new technology to improve processes and procedures. When the healthcare system successfully implemented their first round of optimization, the true financial and educational benefits of working with HCTec to optimize their training quickly became evident.

**HCTec's Training Optimization Program**  
seamlessly enhances staff efficiencies, increases revenue,  
and improves workflows.

*"No matter the quality of the installation or the features of the software, medical software is complex by nature. You must have a robust training program to reduce the complexity and improve the outcomes for the patient and medical staff."*

*Epic Project Director*

## Solution

HCTec's team of highly trained consultants quickly got to know the health care system and its pain points. They used their unmatched expertise and deep industry knowledge to apply best practices and analyze every aspect and category of the training program. After the assessment, HCTec developed a plan that the healthcare system could count on to track staffing inefficiencies, gather opportunities, increase revenue, and improve work flow—all while ensuring a streamlined and accessible learning experience.

### KEY FEATURES

- Pinpoint organizational training goals
- Progressive scheduling technology
- Virtual training implementation plan
- Comprehensive analysis of current state of training
- Detailed formal findings report prioritized by the highest ROI action items
- Detailed feedback and a recommended optimized state of training based on a set of best-practices criteria

### REALIZED BENEFITS

#### Organizational Benefits

- Cost savings in training space and resources

#### Financial Benefits

- 50 percent reduction of time spent in the classroom and outside of the clinic
- Increase in clinic-produced revenue

#### Learner Benefits

- Increase in self-paced online education
- Classroom focus Transitions to Work-Flow-/Scenario-Based Workshops
- Increase in job-specific courses

