

CASE STUDY



Intermountain Healthcare Reduces Costs, Nurse Training Time with Competency Management Solutions



Customer DNA

Intermountain® Healthcare is a Utah-based not-for-profit health system.



www.intermountainhealthcare.org

198 clinics

22 healthcare facilities

40,000+ employees

Challenge

With more than 20,000 clinicians and caregivers, working in hundreds of locations, Intermountain Healthcare found it exceedingly difficult to standardize skills across its healthcare system.

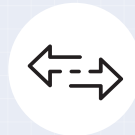
They needed a skills and competency management platform to automate the delivery and assessment of observational checklists for clinical workers during orientation and annual assessments.

Using these additional tools and resources would enable the organization to assign and track nursing competency tests, evaluate nurse learning needs, and provide remediation resources.

Kahuna and Wolters Kluwer Lippincott® Solutions Met the Challenge



Delivered Over \$4.5 Million in Annual Savings



Enabled Greater Nurse Mobility



Reduced Orientation Time



Lowered Clinical Educator and Preceptor Burden

Objectives



Use standardization to increase safety

Intermountain wanted a system-wide platform to increase consistency in orientation, delivering a standardized curriculum and clearly communicating expectations.



Ensure consistent quality of care

They also needed a platform to drive industry standard best practices, outlining clear behavioral expectations and objectively preparing caregivers for job duties.



Create a better patient experience

Consistent training and transparency was key, enabling newly hired or transferred caregivers to deliver safe, best-in-class, quality care sooner and more efficiently.



Make learning accessible

To ensure caregiver competencies and reduce care variability, the platform needed to be accessible at any time and location.



Support continuing education and role development

To improve clinical competency and role development, the solution also needed to support Intermountain's learning and continuing education initiatives.



Streamline competency validation

Instant access to Intermountain's evidence-based procedures and its standardized competency validation process was a must to ensure audit and survey readiness.

Seven Ways the Combined Kahuna and Wolters Kluwer Lippincott Solutions Suite Helped Intermountain Healthcare Achieve its Goals

- 1 Provided a single source of truth for the latest evidence-based clinical information.
- 2 Supported the standardization of care across the organization to decrease care variability and optimize patient outcomes and the patient experience.
- 3 Rolled out a modern application across the entire healthcare system to enable consistent orientation and annual assessments and serve as a basis for all patient interventions.
- 4 Focused training efforts on skills and capability gaps rather than a blanket approach to training new hires and transfers.
- 5 Allowed educators to gain visibility into progress of assessments across their entire clinical population.
- 6 Made preparing for Joint Commission audits easy and repeatable.
- 7 Enabled searchability for clinical workers with specific skills and proficiency, filterable by user metadata, allowing management to fill resourcing gaps with qualified individuals.

Kahuna

www.kahunaworkforce.com

 **Wolters Kluwer**

www.lippincottolutions.com