Customer DNA

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

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

198 clinics  22 healthcare facilities  40,000+ employees
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.


7. Enabled searchability for clinical workers with specific skills and proficiency, filterable by user metadata, allowing management to fill resourcing gaps with qualified individuals.