



learning  
solutions

## Case Study – Corporate Training

The merger of two kidney dialysis companies created a need for two distinct groups of medical professionals to be trained on each other's processes and procedures.

### **Client:**

A Fortune 500 leading provider of kidney care in the US

### **Industry:**

Health Services

### **Service Provided to Client:**

- Enterprise-Wide Corporate Training

**The Challenge:** The merger forced a complete revision of the company's proprietary EMR software, requiring more than 22,000 employees at 1,200 US locations to be trained on the revised system by the set go live date.

The client realized they needed a training partner with nationwide geographical coverage to train both their "existing" and their "new" employees. Additionally, they needed a partner that could provide a team of experienced instructors who could learn the task-oriented, web-based software quickly and thoroughly, and be prepared to deliver this knowledge to the all 22,000 employees.

### **The Solution:**

- Judge Learning Solutions assisted in determining how many instructors would be needed and then screened over 500 applicants for 110 instructor positions. This process included resume review, telephone interviews, reference checks, local, state, and federal background checks, drug screening and client interviews.
- Judge Learning worked closely with the client to develop the scope and logistics of the training solution. Judge then trained the 110 instructors on both the EMR software and layout of the dialysis centers in a period of three months.
- Next, Judge Learning executed a deployment phase in which all 1,200 locations received five days of training, introducing the new EMR application to the staff. The employee training was completed in a period of 18 months.
- During the project Judge's project managers were responsible for maintaining schedules, coordinating travel logistics and managing travel expenses.

### **The Result:**

As a premier provider of corporate education solutions, Judge Learning Solution's extensive network of reliable and skilled education professionals allowed for the project to be completed within budget and, despite the aggressive deployment schedule, on time.