



Learning at the speed of change...™

PCIQ Enterprise Learning: Horizon Hospital Project Review

Migration Training

Horizon Health Systems, totaling 1,275 employees, was purchased by UPMC. Due to the acquisition, Horizon was required to change the IT environment from DOS and dumb-terminals to a Windows and Microsoft Office environment. This was critical for applications integration for both their new patient management and patient accounting software that was in use by UPMC.

Horizon Health Systems looked at five vendor alternatives before choosing PCIQ. They selected PCIQ for a number of reasons including quality of instructional staff, customized courseware development experience, and full event management reporting capabilities.

Project Requirements

In preparation for the implementation of the new software and hardware, PCIQ was required to meet the following project requirements:

- Present a consistent scheduling and enrollment system
- Market the classes to the employees
- Develop customized training materials
- Develop job aids for after-training reference
- Publish, promote and administer scheduled learning events
- Track and report on employee registrations and customer satisfaction

PCIQ Project Solution

To accommodate the requirements of Horizon Hospital Systems, PCIQ worked closely with UPMC's Outreach Services Group to gain a clear understanding of the multiple objectives for the various end user groups.

The following is a synopsis of PCIQ's solution:

- A series of customized courses were developed for Windows, network operations / standards, email, and desktop office applications to match UPMC's environment.
- In addition to customized materials, quick reference guides were distributed during each class to cover the critical applications and to support end users. Knowledge assessments were also given immediately after the class to judge the employees' levels of competency.
- An internal marketing strategy was created to advertise the courses being offered.
- A student information system was implemented to track and report on all student registration, attendance and class evaluations that were obtained at the end of each learning event.

Based on the success of this migration-training project, follow-on training was awarded to PCIQ at St. Margaret's, Braddock and McKeesport Hospitals.



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Project Benefits

PCIQ worked in tandem with UPMC's Outreach Services Group, System Implementation Team, to ensure that PCs were upgraded concurrently with employee education. The goal was to train each employee and when they returned from class their PC was freshly upgraded.

- Reduced help desk calls by providing just-in-time training.
- Provided feedback to migration team and top-level executives on progress of training.
- Alleviated Horizon Hospital of training administration by managing all class enrollments and reporting functions.
- Increased employee comfort level with new software applications.
- Served as champion to Horizon Health System for the enterprise-wide migration.

Benefits of Choosing PCIQ Enterprise Learning

- ✓ Over 10 years experience in instructional design and development
- ✓ Design professionals that are current on the latest industry trends, standards, and guidelines
- ✓ Programs can be designed for different modalities of learning and delivered over the Web, on a CD-Rom, through an intranet site or in a classroom
- ✓ Professional trainers and facilitators make program delivery effective and easy to understand
- ✓ Delivery options that can simultaneously engage three key senses: touch, sight and hearing

Typical Applications

- ✓ Office Productivity
- ✓ Soft Skills Education
- ✓ New Hire Orientation
- ✓ Client and Vendor Training
- ✓ HIPAA Training
- ✓ Technology Training
- ✓ Enterprise Applications

To learn more, contact us at 412.257.9840 or via email: information@pciqlearning.com