Homerton University Hospital **NHS**
NHS Foundation Trust

Homerton University Hospital NHS
  Foundation Trust
London, England
www.homerton.nhs.uk

Industry:

Healthcare

Annual Revenue:

US$302 million

Employees:

2,500

Oracle Products & Services:

Oracle User Productivity Kit
Oracle Financials
Oracle Procurement
Oracle iProcurement

"Oracle User Productivity Kit provides us with a universal learning platform for all Oracle-based process flows and helps improve user competence and productivity." – Tom Alden, Assistant Director of Finance and Oracle Programme Manager, Homerton University Hospital NHS Foundation Trust

Homerton University Hospital Accelerates Employee Learning through Integrated and Personalized Training

One of the first National Health Service (NHS) foundation trusts in England, Homerton University Hospital provides general and specialist hospital services to residents in Hackney and London. A high-performing trust, Homerton received the top rating of "excellent" for its use of resources in 2007.

Challenges

- Improve competency of the 287 users of Oracle-based financial and purchasing processes and cut training time for new starters
- Identify gaps in user knowledge and leverage Oracle's full functionality to optimize staff and process efficiency
- Provide refresher courses, post-upgrade training, and on-the-job instruction to meet needs of staff at all levels and job functions
- Cut learning budget while providing high-quality training on an increasing number of processes for a growing user base

Solution

- Implemented Oracle User Productivity Kit, a suite of collaborative training content development tools for developing classroom and Web-based training courses, to facilitate new user training and provide effective refresher courses
- Gained quick wins from Oracle User Productivity Kit by conducting pre go-live gap analysis among users to identify weakest areas
- Created on-screen user guides including context-sensitive in-application support, interactive simulations, and real-time assessments for 53 financial and purchasing processes
- Gained the ability to incorporate screen shots into self-service tutorials to provide end-to-end training for process flows that use Oracle
- Replenished outputs quickly and inexpensively to take into account procedure changes or software upgrades
- Gained rapid employee acceptance
- Integrated Oracle User Productivity Kit into the new-starter training program to help new starters become proficient in the Oracle applications in days
- Cut training headcount by 75% and reduced calls to the IT help desk by the same amount while increasing user satisfaction
- Gained a 100% return on investment in six months

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