EDUCE

Kaiser Permanente Transforms LMS with Agile Approach

New deployment introduces streamlined process and intuitive tools for users

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Background

Kaiser Permanente was using an enterprise, behind-the-firewall LMS that required ongoing IT maintenance, manual installation of system updates, and siloed access to learning resources. The highly customized environment made it difficult for vendors to provide the necessary support. The click-path rate was too long for users, and they had to conduct many transactions manually, outside of the system. Despite the customizability, the system did not offer the process flexibility nor the mobile access that learners and administrators desired.

Client

Kaiser Permanente is one of the largest managed care organizations in the United States, serving over 12 million members to date. Their approximately 230,000 employee base of doctors, nurses, hospital workers and administrators all need to be trained and certified per regulatory standards in order to deliver the safest and highest quality healthcare possible.

Challenge

Kaiser Permanente wanted to upgrade their existing LMS to a mobile-ready, cloud-based platform with streamlined processes and intuitive tools that would empower managers and employees to take ownership of their own development. The overarching goal was to transform their organization into one as modern, agile and efficient as its new learning management system, ultimately leading to individual and widespread talent growth.

Solution

Kaiser Permanente brought Educe in to support their upgrade from Saba Enterprise Cloud to Saba Cloud. As Kaiser Permanente's implementation partner since 2009, Educe already had the background knowledge and positive project team relationships to ensure a successful implementation.The Kaiser Permanente and Educe team employed the Lean Agile software deployment methodology —an iterative sprint-based approach characterized by short feedback loops— to eliminate waste and maximize productivity. By focusing project efforts on a single functionality at a time, they were able to actively uncover potential issues, reduce the risk of late-stage pitfalls, and conduct a flawless User Acceptance Testing (UAT). The agile deployment methodology was comprised of three steps:

Step 1: Translate established customized processes over to a noncustomizable, cloud-based system

The team configured certificate templates to present users with custom completion certificates containing personalized continuing education credit information. The team also created a fresh list of custom security roles to eliminate extraneous and duplicate roles. Educe engineered custom reporting solutions to match legacy reports within the new Saba Cloud integrated Analytics engine.

Step 2: Incorporate new system functions

In addition to migrating and improving existing processes, Educe helped Kaiser Permanente incorporate Smart Lists to create custom user groups for assignment and reporting. Educe also configured and trained the Kaiser Permanente team on mobile functionality so that users can access the system "anytime, anywhere" per the organization's stated project goals.

Step 3: Set up intuitive and straightforward tools

The team set up personalized report subscriptions and email notifications to increase control and accountability for both managers and employees. The team also focused efforts on defining standardized procedures and decision-making documentation to eliminate any remaining potential for ambiguity.

> "The Educe team really stepped up to make the project work within an accelerated timeline, training us on both Saba Cloud and the Agile approach along the way. We were very fortunate to have the amazing expertise and flexibility of Educe to get us to go live with success."

Karin Kelly-Givens, Program Manager, HCM Learning and Development
Kaiser Permanente

Results

Kaiser Permanente successfully went live with Saba Cloud in 2017 and was received positively by employees. Mary Kay Russell, National Deployment Leader for KP Learn, commented that "Educe's industry knowledge of healthcare along with their Saba Cloud product expertise enabled us to deploy a solution truly tailored to Kaiser Permanente's needs, enabling us to achieve an all-time high employee satisfaction with our new LMS."

What's Next

With a focus on an aggressive deployment timeline, a number of features were scheduled for future phases. Kaiser Permanente plans to continue optimizing the system and making new functionality available to users.

> **"Educe's level of professionalism and responsiveness was critical to us finishing on time and with great results."**
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> Mary Kay Russell, National Deployment Leader
> Kaiser Permanente