



SSM Healthcare

SUMTOTAL® CUSTOMER SUCCESS

▶ THE COMPANY

With SumTotal Systems, Midwest-based Health System Meets Federal Regulations and Expects to Save Millions in Productivity.

Based in St. Louis, Missouri, SSM Health Care (SSMHC) is one of the largest Catholic health systems in the country. The system owns and manages 19 acute care hospitals - in Missouri, Illinois, Oklahoma, and Wisconsin. Other operations include rehabilitation and pediatric services, long-term and residential care facilities, hospice and home health, physician practices, ambulatory care centers and professional office buildings.

To attract and retain its talented medical professionals, SSMHC must constantly offer education for its employees. The Missouri-based health system must also provide regulatory agencies with ongoing proof that SSMHC has trained its more than 21,000 employees.

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CASE STUDY

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▶ THE CHALLENGE

The Missouri-based health system had no easy way to offer training to nurses and physicians whose shifts occurred outside normal business hours. And, workers cited increased opportunities for education as something that, in part, would motivate them to keep working for SSMHC.

SSMHC also had to meet the needs of the Occupational Safety and Health Administration (OSHA), the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), and the Health Insurance Portability and Accountability Act of 1996 (HIPAA). To do this, the aSt. Louis-headquartered health system had to track and report on not only those employees taking courses but, in many instances, their competency level.

▶ THE SUMTOTAL SOLUTION

“*When we achieve a 25 percent time reduction across more than 21,000 staff members, we expect to save nearly \$5.5 million in terms of productivity.*”

- **Margaret Schulte,**
Education Manager SSM
Information Center

SSMHC chose SumTotal to meet federally mandated reporting requirements and cut the cost of training. By way of background, SumTotal's Registrar[®] product was already in use throughout SSMHC. With Registrar, employees registered for classes over the phone or the Web. By upgrading their LMSa system that standardizes the way employees learn, and measures what they

knowthe Missouri-based health system created an online component for training its workers. SSMHC cited the ability to build online courses, partner with best-in-class content vendors, and support both Oracle and SQL database software as key to its choice. By the end of the year, SSMHC had completed the upgrade project on time and within budget.

▶ THE RESULTS

SSMHC is now able to effectively track who has completed courses and their level of proficiency to comply with the OSHA, JCAHO, and HIPAA regulations.

Twelve months after installing their new LMS, SSMHC cited an 80 percent increase in the number of employees using online learning. Within the next few months, the hours spent training employees dropped by 18 percent from the

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nearly one million hours spent training employees prior to the launch of the LMS. Margaret Schulte, Education Manager at the SSM Information Center, adds, "When we achieve a 25 percent time reduction across more than 21,000 staff members, we expect to save nearly \$5.5 million in terms of productivity."

Employee satisfaction rates are also on the rise. Prior to the LMS, satisfaction with technical training (measured on a five-point scale) at SSMHC averaged 4.46. The following year, that number rose to 4.56. Scores relating to effectiveness of the courses average 3.3 on a four-point scale.

For more information, please contact us at +1 650 934 9500, or toll-free at +1 866 768 6825, or via email at sales@sumtotalsystems.com.

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