



## Gundersen Lutheran

### SUMTOTAL® CUSTOMER SUCCESS

#### ▶ THE COMPANY

**Healthcare Network Taps SumTotal Systems to Prepare for HIPAA, Use of Software Gives Doctors and Nurses More Time to Heal Patients.**

Based in La Crosse, Wis., Gundersen Lutheran is a complete healthcare network including one of the nation's largest group medical practices offering regional community clinics, hospitals, nursing homes, home care, behavioral health services, eye care clinics, pharmacies, and air and ground ambulances. Gundersen Lutheran employs more than 5,500 employees in southeast Minnesota, southwest Wisconsin, and northeast Iowa.

As a federally regulated organization, Gundersen Lutheran must meet the training requirements associated with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Joint Commission on Accreditation of Healthcare Organizations (JCAHO). No less important to Gundersen Lutheran is its desire to tailor training to fit doctors and nurses' hectic schedules.



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# CASE STUDY

Gundersen Lutheran

## ▶ THE CHALLENGE

“Our training system was paper-based and decentralized,” said Jay Fernandez, manager of HRIS at Gundersen Lutheran. “So we spent a lot of time and money duplicating and managing classes for our employees.” According to Fernandez, there was no easy way for Gundersen Lutheran to organize its continuing education, prove compliance with federally mandated regulations, or offer education to patients. Fernandez adds, “When the auditors told us they were coming, we prepared by collecting information from every corner of the operation.”

## ▶ THE SUMTOTAL SOLUTION

“We needed a system that was easy to deploy on the web, allowed us to manage a lot of content from multiple sources in different formats, and offered comprehensive reporting capabilities,” Fernandez said. Gundersen Lutheran also wanted its new system to pass information back and forth between its Lawson Payroll software and a Kronos, time and attendance tool. After careful consideration, the healthcare network picked a Learning Management System (LMS) to meet its needs. Although Gundersen Lutheran considered a number of

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solutions from a variety of LMS vendors, the Wisconsin-based healthcare network chose one from SumTotal. “Not only did SumTotal offer us everything we wanted,” said Fernandez. “But we were confident they would be in business for a long time to come, which wasn’t how we felt about all of the other firms we met.”

## ▶ THE RESULTS

The LMS cut training time at the healthcare network by 50 percent, which allowed each doctor and nurse throughout the network to spend an additional 14 hours per year with patients. By simply delivering Occupational Safety and Health Administration training online, Gundersen Lutheran has saved \$700,000. That savings has contributed to 100 percent return on the healthcare networks’ investment within 12 months of launching the LMS. And with SumTotal’s help, Gundersen Lutheran got its LMS running for \$20,000 under budget. The LMS was the platform for managing attendance for 1,200 employees enrolled in a class on a new patient admissions process. The new process resulted in a revenue increase across the healthcare network. And from Fernandez’s vantage point, the LMS served as “a strategic tool that streamlined the training for implementing the new admissions process.”

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“Now, we have one system for tracking who takes courses and how well they score,” said Fernandez. And according to Fernandez, Gundersen Lutheran now knows with certainty whether or not its employees have met federal compliance regulations. Fernandez adds, “We achieved in 180 days what we thought would take 18 months.”

## SUMTOTAL'S FOCUS OF HEALTHCARE

With more than 100 leading hospitals and health networks on its customer rolls, SumTotal is the learning- and talent management vendor of choice for

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large health systems as well as individual hospitals. SumTotal's products have contributed, in part, to its customers receiving numerous awards for quality care, innovative service, and superior employee development. In fact, the software company's customers continually receive top rankings in U.S. News & World Report's "Best Hospital's Honor Roll."

SumTotal's healthcare industry clients have seen more than a 100 percent return on their investment. By cutting regulatory training time in some cases by as much as 50 percent, SumTotal's customers ultimately increase the time doctors, nurses, and staff spend caring for patients, while they meet what are arguably the most stringent regulations of any industry.

One Midwest-based health system estimates its use of the LMS will save \$5.5 million annually; the LMS provides all the tracking needed to comply with training mandated by 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). As a result of SumTotal's success in the healthcare industry, its customers have established numerous local and regional user groups that provide a forum for sharing best practices.

For more information, please contact us at +1 650 934 9500, or toll-free at +1 866 768 6825.

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