



“To have that level of employee response with minimal effort is fantastic. But just as importantly, the fact that we now have access to information and analytics at the touch of a button fundamentally changes the way we can adapt and make business decisions.”

Scott Beard, Director of Talent Management, Fallon Health

Business Challenge

Fallon Health is a not-for-profit health care services and insurance provider that consistently ranks among the nation’s top health plans, and it is the only health plan in Massachusetts to have been awarded “Excellent” accreditation by the National Committee for Quality Assurance for its HMO, Medicare Advantage and Medicaid products. The company attributes this success, in part, to its emphasis on employee engagement and developing its workforce.

Delivering training and providing career development presented many challenges, ranging from a diverse workforce to a changing business model and survey results that revealed concerns around the effectiveness of the performance evaluation process in place.

How SumTotal® Helped

Fallon partnered with SumTotal to redesign their system and implemented SumTotal Learn, branding the LMS as “The University,” or “The U” for short. Now all formal and informal training is captured in the LMS, including the company’s traditional in-classroom trainings, an entirely new set of virtual classes and a collection of 400 Skillsoft® courses.

Fallon then created a leadership development program, using The U as the foundation. The program includes a new leader program for first-time managers, a leadership development program to prepare high-potential managers for director roles, and an executive leadership program to prepare employees for senior leadership positions.

Key Metrics

90% 90% of managers completed their performance evaluations on time, a substantial improvement from the previous year

64% 64% of employees felt that automating the performance management system improved efficiencies

6% 6% jump in employee satisfaction

About Fallon Health

Founded in 1977, Fallon Health provides health care services designed to meet the unique and changing needs of all they serve. Fallon is the only health plan in Massachusetts that is both an insurer and provider of care. Their insurance and self-insurance product portfolio includes a variety of group and non-group health plan options (HMO, POS and PPO, as well as Medicaid and Medicare Advantage plans) featuring flexible and innovative benefit designs. Fallon Health’s uniquely developed provider networks offer high-quality, cost-effective, coordinated care and give their members access to physicians and hospitals throughout Massachusetts and southern New Hampshire.

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