UC Health

"UC Health's Compliance Program is the cornerstone of our organization's commitment to business ethics and compliance. Without SumTotal's partnership, we would not be as successful with our annual compliance training."

Suzanne Burgei, Director, HR Development & Technology, UC Health

Business Challenge

UC Health is an integrated academic health system serving the Greater Cincinnati, Ohio region. A cornerstone of UC Health's vision for patient care is its commitment to safety and ethics.

New regulations, changing insurance reimbursement models, and heightened penalties for HIPAA violations and data breaches make compliance training and education an imperative for UC Health's nearly 18,000 employees, contractors, researchers, healthcare affiliated students and community physicians.

Contributing to this challenge is how to adequately train every person who has access to patient data regardless of their location, employment status or job function and keep that training current as threats to information security evolve.

How SumTotal® Helped

UC Health is using SumTotal's learning management system (LMS) to systematize compliance training, assign each employee, depending on their job function and patient data exposure, one of 15 designated tracks. Each track features a combination of purchased content and internally created SCORM courses.

SumTotal Learning Management automatically adjusts the assigned curriculum/track for students who transfer to different areas or change job functions and records completions from a different curriculum or track so there is no redundancy in assigned training.

SumTotal's reporting capabilities allow UC Health to monitor completion progress, send managers status updates, and identify specific areas of concern.

Key Metrics

18k UC Health's 2018 compliance training affected 18,000 employees and contractors

98% 98% complete on the due date

100% 100% compliance achieved within two weeks of the due date

About UC Health

UC Health serves the Greater Cincinnati and Northern Kentucky region. In partnership with the University of Cincinnati, UC Health combines clinical expertise and compassion with research and teaching – a combination that provides patients with options for even the most complex situations. Members of UC Health include: University of Cincinnati Medical Center, West Chester Hospital, Daniel Drake Center for Post-Acute Care, Bridgeway Pointe Assisted Living, University of Cincinnati Physicians (with more than 800 board-certified clinicians and surgeons), Lindner Center of HOPE and several specialized institutes including: UC Gardner Neuroscience Institute; UC Cancer Institute; and UC Heart, Lung & Vascular Institute. Many UC Health locations have received national recognition for outstanding quality and patient satisfaction.

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