

customer spotlight



Apria Healthcare Moves to
ForceTen™ by Eedo Knowledgeware™



APRIA HEALTHCARE®

This is the way



DELIVERING FULL-SERVICE HOMECARE SOLUTIONS to over 1.2 million people all over the United States is challenging enough. But add to that the need to meet government and industry regulations and maintain the highest standards of skills and knowledge for over 11,000 healthcare professionals, and you have a significant challenge — which is compounded by rapidly-changing market conditions and technologies. To meet this challenge, Apria Healthcare embraced learning technologies to deliver rapid and compelling training.

Web-based learning is a cost-effective and timely component of blended learning; while organizations can continue to capitalize on the benefits of classroom learning, web-based learning gives them the ability to quickly deliver training out to geographically dispersed personnel through web technologies. And by using Learning Content Management Systems (LCMS), organizations can also quickly develop learning content and deliver it to learners, responding to rapid changes in markets and product developments.

Apria Healthcare recently began working with Eedo Knowledgeware to implement the ForceTen Learning Content Management System. According to Gaylene Galliford, Manager of Training, Design and Development, “When I came on board, I realized that there was a lot of duplication in our development efforts, with no central repository of materials. Much of this is due to the fact that we are constantly driven to deliver training materials that meet regulatory requirements, and keep up with the pace of our market. We needed better development tools that would streamline our workflow process, provide reusability and speed the development cycle.”

Rapid development and execution became Gaylene’s first goal. “We need to rapidly create course materials and get them out to our front-line workers quickly and easily. Delivering web-based learning modules

Apria Healthcare is America’s leading provider of integrated home healthcare products and services, and provides full-service homecare solutions that give maximum independence to 1.2 million patients throughout the United States.

Apria offers a full range of home respiratory therapy, home infusion therapy and home medical equipment services through a network of more than 11,000 health professionals in more than 504 branch offices across the nation. They were the first homecare provider to be accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO).

The training group provides training for all employees, including some who need accreditation courses. This includes management, clinicians, technicians, pharmacists, respiratory therapists, customer service employees, reimbursement employees, logistics and administrative personnel.

through Eedo's ForceTen system gives us the ability to modify content as the business demands."

Defining and assigning workflow for course development and delivery was another key for the company. "To get the right material developed quickly, we needed to tap into the collaborative capabilities of the software. With a small team of 5 developers working on over 100 courses at any time, the ability to assign tasks, to review content collaboratively and to check status on course changes and development is crucial to keeping pace with business needs."

For most organizations, Return on Investment (ROI) in LCMS systems is critical, as it is for Apria Healthcare. Early success with blended learning technologies gave the company the justification they needed to commit to Eedo's ForceTen. And the company sees more opportunities for ROI in the future: Gaylene adds, "As we enhance our adoption of computing technologies, more employees will be able to take advantage of on-line courses, reducing our need for some types of classroom training and distance learning materials."

Prior to working with Eedo Knowledgeware, Apria had an authoring system that provided some benefits but proved unwieldy to work with. "We decided to implement Eedo's ForceTen system because it provided us with so many of the key benefits we had identified:

- Streamlined upgrades with complete backward compatibility
- Easy rules for scoring and course completion that allows courses and test scoring to be customized based on desired outcomes, for instance, to prove basic knowledge versus high score requirement for certification.
- Flexible course system that allows employees to use courses over and over again as "refreshers" even if they'd previously completed a course successfully — without impacting already-achieved scores & credits.
- Internal tracking and reporting that can be easily generated any time, with customized reporting capabilities to suit the needs of the organization as well as compliance requirements.
- A central repository of content that can be re-used and re-purposed to aid in rapid course development and delivery.
- A system that can manage a large set of curricula and courses, and support large numbers of users.
- Rapid and easy course development and delivery."

What is the most dramatic impact Gaylene has seen with ForceTen? "It's got to be our ability to create the volume of content we need and speed of development and delivery. If a particular process is changed within the organization, we can respond accordingly and have a modified course up and running the next day."

EEDO KNOWLEDGEWARE CORPORATION

Eedo Knowledgeware is a leading provider of learning and knowledge systems to drive productivity and efficiency. Eedo offers a set of powerful, adaptable and easy-to-use tools for business people and learning experts, addressing practical knowledge management requirements including; learning content management, dynamic delivery, rapid authoring, assessment, knowledge sharing, performance support and indexing and search. Eedo's award winning products are utilized in a broad range of industries and enterprises such as American Management Association, Convergys, Internal Revenue Service, Foreign Commonwealth Office, and Lufthansa. Eedo is privately held, with offices in the U.S.A., Canada, Germany, the Netherlands and the United Kingdom.

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