

EPSI Client Case Study - Qld Health (QHEST Program)

BACKGROUND

Queensland Health (QH) is a dynamic organisation committed to providing a range of services aimed at achieving good health and well-being for all Queenslanders. Through a network of 15 Health Service Districts and the Mater Hospitals, Queensland Health delivers a range of integrated services including hospital inpatient, outpatient and emergency services, community, mental health and aged care services along with public health and health promotion programs. Queensland Health (QH) is a Queensland Government Department and has in excess of 75,000 staff geographically dispersed over 500+ sites throughout Queensland. Maintaining currency of user skills and managing ongoing training for a wide range of applications is essential to ensure compliance to legislative standards and efficiency of operational processes.

The Queensland Health Enterprise Solutions Transition (QHEST) Program is implementing a program and project management approach to deliver Corporate Services Division enterprise projects into Queensland Health. The approach will include standardised project management methodologies and tools including Enterprise Project Management (EPM) as the single point of truth to manage all projects.

Queensland Health Implementation of Continuity (QHIC) Project is implementing the payroll component of the SAP Enterprise Resource Planning Solution (ERP) as well as a new rostering system. The project will replace Queensland Health's current payroll and rostering systems.

The Problem

QHEST's challenge was how to design and deliver quality training and performance support to all Queensland Health (QH) staff, given the number of existent applications in use, geographical dispersion of users and level of skill relevant to the level in the organisation.

"The priority is that all staff participates in the training relevant to their position and that no matter the time constraints ensure they are able to attend training"
"Although a Whole of Government training solution was in place, it was recognised that the proposed solution was not well suited to Queensland Health organisation nor was it compatible with our Wide Area Network environment or standard operating environment and testing indicated that it would bring some parts of the network to a halt as the file sizes were too big".

Damon Atzeni, Business Integration Manager, QHEST

THE CHALLENGE

To provide a training solution which addressed the identified inherent issues of currency of information whilst reducing the ongoing cost of training by:

- Delivering multiple deployment modes that could meet a wide range of learning styles to cater for employees need,
- Provide "Just in Time" learning to address the time constraints of the staff,
- Providing a readily accessible format that can be easily updated and modified with the changes to the solution,
- Delivery of an application agnostic solution which will support and provide a consistent approach for a wide range of applications;



- Reducing network bandwidth requirements compared with the current solution, providing scalability

THE SOLUTION

EPSI worked closely with QHEST to partner the right product from our suite of products to address their learning environment challenges.

The EPSI solution, User Productivity Kit (UPK), delivered a replicable training solution which addressed the immediate need, SAP, and can be applied to a wide range of applications currently employed by QLD Health, such as SABA, Workbrain and Recruit ASP to name a few, which supports and provides for a consistent approach across a wide range of applications.

THE RESULTS ARE IMPRESSIVE

“UPK has catered very well for all the training requirements associated with the QHIC implementation. UPK’s ability to create, edit and reuse content is one of the key reasons we selected it. This ability has enabled the training team to make necessary changes very quickly. We can really see significant benefits of the new functionality on the latest version of UPK.”

“Upgrades, including existing content conversion and training was all handled in a seamless and professional manner with virtually no interruptions to our day to day operations. We are continuing to drive forward with our implementation and other enterprise wide project initiatives. Kelly Magin of EPSI really took the time to understand our unique organisational requirements and ensured that tailored resources were well briefed. As a result the team at EPSI provide professional services that enhance our overall UPK experience.”

Damon Atzeni, Business Integration Manager, QHEST

- ✓ UPK has been linked directly into SABA (part of the L&D tool set on the Whole of Government Suite) so the training could be set up as part of a new employee’s orientation or for a new on-line course.
- ✓ Easy to learn and deploy. Developers can quickly record and edit content making application change updates quick to achieve and redeploy.
- ✓ The training can be done on-line and scores captured on user proficiency and training courses can be tailored and burnt to CD for portable review in the learners own time
- ✓ The file delivery method of UPK is very efficient and the package sizes did not impact the QH network environment.
- ✓ The solutions scalability, flexibility and agnostic platform provide a replicable learning platform to be used with a wide range of applications e.g. both in-house builds and commercial off the shelf products
- ✓ This product allowed “Just in time” training to occur on the job or at the employees desktop. It provided access to all learning modules as the users worked through process or as an aid if they required additional support during a complex or infrequently used processes.

THE FUTURE

Beyond the successful deployment of e-learning and business support content for SAP, Workbrain, SABA and Recruit ASP; QHEST will be utilising UPK In assist in the deployment of other solutions such as the newly selected Electronic Document Records Management System (EDRMS) – TRIM and Whole of Government Travel Management System.

IN SUMMARY

The EPSI solution and the benefits achieved from the initial deployment for QHEST will continue to be realised in the ongoing deployment with Queensland Health's enterprise wide applications. This is the preferred training tool for Queensland Health and will be used as an integral part of the standard tool set for QHEST Project Management Office.

For more information

Sydney Office
Level 4, 95 Pitt Street
Sydney NSW 2000
Australia
T +61 2 8249 8142

Melbourne Office
Level 15, 470 Collins St
Melbourne VIC 3000
Australia
T +61 3 9017 0903

Queensland Office
Level 5, 320 Adelaide St
Brisbane QLD 4000
Australia
T +61 7 3139 0273



www.epsigroup.com