

Industry: Healthcare
Use Case: Employee Training, Compliance Training, Service & Support Training

OSF Healthcare improves revenue cycle training with SAP Litmos Courses

OSF HealthCare, an integrated health system owned and operated by The Sisters of the Third Order of St. Francis in Peoria, Illinois, includes the OSF HealthCare System consisting of 11 acute care facilities and two colleges of nursing. OSF also has a physician organization, employing nearly 700 physicians in various specialties, and more than 300 advanced practitioners, who are part of the OSF Medical Group. OSF HealthCare owns an extensive network of home health services known as OSF Home Care Services and also owns OSF Saint Francis, Inc., composed of healthcare-related businesses, the OSF Healthcare Foundation, the philanthropic arm of OSF HealthCare System, and OSF Home Care.

OSF Healthcare's mission is to always serve on the greatest care model, and they needed to centralize their training in order to do that the best they can. At OSF Saint Anthony Medical Center, staff members had been educated by creating PowerPoint presentations across different subjects; it wasn't a very scalable or effective training solution. They were often fielding lots of questions, many employees didn't feel confident in their roles, and OSF Healthcare realized they needed to make a big change in how they educate their employees. To improve the revenue cycle in their organization, they needed to make a change and find a solution provider who can help centralize and deliver their content.

“The biggest reward as a trainer and educator is seeing the morale of staff boosted. **Our staff feel more confident and it ultimately makes them feel like they've made a difference.**”

Shellie Zuroske
Revenue Cycle Trainer

Learn more at www.litmos.com
+1 (925) 251-2220 | sales@litmos.com

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