



## Comprehensive Training Solutions for Healthcare Raytheon Professional Services

Raytheon Professional Services (RPS) helps world-class organizations drive consistency and performance across their enterprise by designing, implementing and managing efficient training solutions that align their employees, customers and partners with key mission objectives. This enables our customers to scale competencies and resources to meet the geographic, cultural and regulatory demands of their organizations. As a global leader in training services, RPS combines a rich history of proven expertise and deep insight to help organizations improve performance — with measurable business and operational results. Our core business is training. It is all that we do.

From strategy to solution design, from curriculum and content to training delivery, support and administration, we apply the best commercial solutions, processes, tools and experts to make our learning programs available anytime, anywhere. Our global footprint and 1000 training professionals enable us to rapidly deploy the proven tools, processes and experience our clients need to accelerate the success of their training solutions.

**Raytheon**



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#### Capabilities

- Solution design that ensures results by aligning training with key organizational and learning strategies
- Learner support that is globally integrated to ensure consistent service quality, centralized reporting and reduced costs
- Curriculum and content that is optimally blended to increase learner satisfaction and is reusable across multiple formats
- Training administration that integrates best practices with industry-unique technologies to streamline efficiencies, track workflows and maintain accurate student records for accreditation, compliance and competency
- Training delivery that compresses time to proficiency by aligning the right delivery method to each learning objective
- Training governance and management that ensures the overall strategic goals (business, financial, operational) of the partnership between Raytheon and our clients are transparent and proven

Raytheon began applying its acclaimed learning solutions in the healthcare industry in 2010. It was a natural expansion for RPS since the healthcare industry shares risk tolerance attributes and concerns similar to Raytheon's core customers — namely, safety in high consequence environments. For health care providers, variability in learning and training increases risk and jeopardizes patient safety. Our solutions enable providers to standardize learning strategy objectives and related curriculum design and delivery. We employ learning management systems to help providers track the successful knowledge transfer to critical care givers charged with patient safety. Furthermore, we embed the subject matter expertise of these critical care givers into our innovative content development and delivery. This ensures the learners are best equipped to meet the real-life challenges of the rapidly changing healthcare industry.

#### Diagnostic Analysis

Leveraging Raytheon Six Sigma techniques, Raytheon has developed a diagnostic process that identifies client requirements relative to their current learning processes. Gaps are identified as a means of developing learning solutions that will eliminate these gaps and meet the needs of the healthcare system. Scripps Health, a leading, integrated health care system located in Southern California, recently underwent this diagnostic process. Scripps' executive leadership team accepted Raytheon's recommendations and we are developing implementation plans to create best-in-class, innovative learning transformation for the Scripps organization.

#### SMART Simulations

Synergistic Medical and Resource Team (SMART) training is a multi-disciplinary, team-based simulation training approach designed to enhance communications and improve patient outcomes. Raytheon, partnering with Baptist Health and Auburn University, has over 100 team-based simulations developed to address likely scenarios that regularly take place in hospitals. These simulations employ life-like Laerdal devices to teach clinicians effective communication and team based problem solving skills that can be used in high pressure, high risk situations. These simulations have enhanced team communications, significantly reduced medical errors and improved patient safety and clinical outcomes.

#### Training Administrative Services

Raytheon possesses significant experience and demonstrated expertise in providing the technology, tools and processes that manage robust training requirements. As healthcare systems respond to more sophisticated technology and evolving disease management techniques, training must be responsive, timely, efficient, effective and reach all members of the healthcare system. The accurate and visible status of certifications, learning gaps and emerging requirements assures that the healthcare system is providing the best in available care. Leveraging our systems integration experience, Raytheon merges training administrative service tools with all other aspects of the training solution — including key partnerships, to create an effective and tightly knit solution design.

#### New Curriculum Design and Development

Raytheon develops thousands of hours of course content annually for all media including instructor-led, web-based and virtual classroom training. Understanding how to create an effective training blend that best teaches concepts and processes is our specialty. Working with trusted partners, we create new and improved world-class, complex curriculum. We possess the tools and experience to model and simulate medical training scenarios.

#### Translation and Culturalization

Raytheon provides training solutions in over 100 countries and 30 languages. We understand the need to adapt to and incorporate local cultures as opposed to simply translating texts. The message remains the same; however, the style and method of delivering that message should match the participants' practices and customs.

#### Curriculum, Processes, Tools, Infrastructure, and Instructor Integration

Raytheon develops and delivers a comprehensive and efficient systems approach to training. The key to this approach is the integration of curriculum, processes, tools, infrastructure and instructors, so that it maximizes resources and drives quality care. Raytheon's expertise and history lie in the design of complex training systems for high consequence industries. Our core processes and discipline ensure that our customers' expectations are met and exceeded.

**Recognized Excellence**



**February 2011**  
RPS was named the number one training outsource provider in the world by HRO Today magazine — for the third consecutive year.



**December 2010**  
Nelson Hall, the premier U.K.-based research and analyst group for training, positioned RPS as a Top Tier provider in its "Targeting Learning Business Process Outsourcing Report."

Contact us at [info-RPS@raytheon.com](mailto:info-RPS@raytheon.com) to learn what RPS can do for you.

**Raytheon Professional Services LLC**  
1717 East CityLine Drive  
Richardson, Texas  
75082 USA

-  [rps.com](http://rps.com)
-  [rps.com/blog](http://rps.com/blog)
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RPS designed and integrated a blended learning model for a manufacturing operation in North America that enabled them to accelerate employee time to proficiency by 60%. We implemented a new sales competency model for a retail client in China that increased sales by 35%. And we helped a major automotive company cut their training costs in half while more than doubling their participants.

Customers can rely on Raytheon's performance to positively affect key business processes and outcomes, as evidenced by our results and repeated industry awards Raytheon and its customers have received for leading, innovative training programs. This reputation for excellence has led Raytheon to expand its offerings into many industries, including healthcare, pharmaceuticals, energy, automotive, government and defense.

The U.S. Federal Aviation Administration (FAA) trusts Raytheon to train its flight controllers. The U.K. Ministry of Defence hired Raytheon to rebuild its core technical curriculum for

all of their armed services. General Motors hired Raytheon to design new curriculum in start-up regions of the world. And governments have leveraged Raytheon to create customized apprenticeship programs. When you transform the way people learn, you don't just create a better way to drive better performance across your business; you build competitive advantage across your entire organization. The result is a connected enterprise that wins the trust of customers, partners and investors wherever you do business. Raytheon Professional Services delivers the confidence your business needs to deliver bottom-line results.



**February 2010**  
Raytheon received a Silver Award from Brandon Hall Research for the European sales curriculum it designed, developed, deployed and manages on behalf of General Motors' Opel/Vauxhall brand in Europe.