



## Healthcare Learning Diagnostic Raytheon Professional Services



### Benefits

- Implement a more flexible learning system
- Identify common solutions that may be adapted to the unique needs of the respective care facility
- Design learning solutions that can be delivered as and when needed
- Develop training that is tied to competency models and delivered in a more timely manner
- Instantly communicate the most up-to-date changes in technologies, policies and procedures
- Obtain greater system capabilities at a lower cost

Healthcare organizations must unlock, capture and leverage every thread of untapped potential in their information systems, processes and people to meet the twin goals of excellent care and financial responsibility. An added challenge — keeping staff trained and up-to-date with changing learning standards and advances in technology.

Raytheon Professional Services enables clients to meet these challenges through its Healthcare Learning Diagnostic solution. The Learning Diagnostic is a process by which healthcare systems can measure the effectiveness and efficiency of their learning system and environment, and develop comparisons to best in class learning organizations outside the healthcare sector. The process begins with pre-visit due diligence to understand your goals and examine your existing system so that we are able to suggest common solutions that can be quickly adapted as needed to the unique needs of the individual system.

**Raytheon**

# Accelerating professionals' knowledge to enhance patient experience

## Identifying Unique Requirements

Following the review, interviews with senior healthcare leaders and focus groups with cross sections of employees from all disciplines are conducted. These interviews identify:

- The effectiveness of the current learning system
- The current best practices in the healthcare system
- The learning through-put for each type of course offering and ad hoc learning event
- The velocity at which the healthcare organization learns
- The proficiency and effectiveness of different modes of learning
- The frontline identification of learning gaps and opportunities for improvement

## Customized Solution Designs

RPS will provide benchmark data in core measures and outcomes for the healthcare system and provide comparisons to national averages and in-market competitors.

At the completion of the diagnostic, RPS provides a detailed analysis and briefing to relay and discuss the findings. RPS will also offer solution design opportunities to assist the healthcare system in developing better learning solutions, more flexible learning systems, and common solutions that may be adapted to meet the unique training needs of individual care facilities and the individual healthcare providers.

Healthcare is an industry similar to the vast majority of Raytheon's customers — one of high consequences and high complexity. It is an industry in which variances and increased risk can result in errors that cost lives. RPS provides learning solutions that will reduce variance and risk, increasing healthcare providers' speed to proficiency to help sustain and save lives.



## About Raytheon Professional Services

Raytheon Professional Services, LLC (RPS) is a global leader in learning services and training outsourcing. RPS helps businesses meet their critical objectives by designing, implementing and managing efficient training solutions that align employees, customers and partners with business goals, and by making training programs available anytime, anywhere.

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

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