



CASE STUDY

PERSONNEL OF A LEADING HEALTHCARE GIANT GET AND MANAGE REQUIRED PROFESSIONAL DEVELOPMENT UNITS (PDUS) IN PROJECT MANAGEMENT

By **NETCOM LEARNING**

The Client

This academic health system leader is well-known for its advancements in the worldwide treatment of ailments such as cancer, heart disease, brain disorders and other medical conditions. Located in California, this eminent healthcare company is embraced for its proven track record in surgery and cardiovascular medicine, neurology, organ transplantation, neurosurgery, and cancer diagnosis and treatment. Privileged to host around 20,000 inpatients a year, this leading name is ranked as one of the best hospitals out of 5,462 medical centers in the United States by the U.S. News & World Report, and it ranks quite high in the specialties of diverse domains, including cancer, gynecology, rheumatology, diabetes and endocrinology, urology, cardiology and heart surgery, neurology and neurosurgery, and many others.

The Requirement

This healthcare industry client has a large medical workforce and intended to upskill employees on various project management essentials. The requirement was:

- To enhance the project management competencies of the employees for better control of physical, financial, and human resources with enhanced service quality and reliability for improved productivity, reduced stress, and other benefits.
- To foster employee expertise through training in project management while achieving Professional Development Units and maintain their medical status.

Professional Development Units, also known as PDUs, are an essential criterion to maintain the PMI credentials achieved after successful completion and passing of PMI courses, such as PMP (Project Management Professional). PDUs constitute a portion of PMI's CCR (Continuing Certification Requirements) program. In general, one PDU is equivalent to one hour of project management training.

The company approached NetCom Learning with a unique intent of having the employees train on the most sought-after project management skills to apply futuristic tools, techniques and best practices to achieve greater performance to address project requirements, manage project resources wisely, and meet targeted project goals. The company required customized training to be delivered in a private mode at their facility.

The Challenge

With the unique requirement of the client to train employees in managing projects efficiently for overall enhanced performance and achieve the necessary PDUs to retain their status, the major challenges were:

- To train the employees from different academic backgrounds on a niche project management platform, tools, techniques, and best practices.
- To acquaint employees with efficient skills and help them to achieve, retain, and maintain for three years the globally valued project management professional credentials after successful completion of the initial training.
- To aid employees in gaining proficiency on the subject while maintaining their current medical statuses.
- To accommodate 240 employees of the client with hands-on exposure to manage projects of all sizes and types.

The Solution

NetCom Learning recommended a custom, private training solution to the client that focused to instill an extensive understanding of project management skills through an all-embracing PMP Essentials certification training course bundled with PDU competencies.

The training focused on:

- Delivering **custom, private training** in 12 sessions, each comprised of 20 students, at the client location in California.
- The presentation of certification-mapped course material and content resources.
- Course completion certificates that would give 24 PDUs to each student.
- A conference call or interview with the instructor before beginning the session delivery.

Impact & Benefits

A dedicated and PMI certified instructor was assigned to perfectly equip the learners with an in-depth understanding of the PMP core essentials and comprehensive knowledge of the PDUs. The impactful Project Management Professional Essentials training plan was successfully executed to address the client's specific requirements. The success of the focused training was realized through:

- Training sessions featuring a custom private delivery of Project Management Professional Essentials at the client's location in California.
- A planned execution of training in 12 sessions with a batch of 20 students in each session to train 240 employees efficiently.
- All 240 employees upskilled on the latest project management tools, techniques, and best practices.
- All learners gained a hands-on exposure to the essential project management competencies for the necessary PDUs and were able to maintain their medical status.

The solution resulted in a successful partnership of NetCom Learning and the client company to reach a unique, fully customized goal. NetCom is now the client's first choice for IT training and certification programs.

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With a team of dedicated and knowledgeable learning professionals having deep subject-matter expertise, NetCom Learning has serviced over 80% of Fortune 100 companies. We've helped over 10,000 organizations achieve their business goals by offering a full complement of Managed Learning Services, including IT and business training, curriculum design and content development, learning delivery and administration, consulting and advisory services, and management of learning technology.

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