



HEALTHCARE
IT LEADERS

Vitas Healthcare

Our consultant led change management and training development for a large-scale rollout of Oracle Fusion Cloud HCM across a national provider organization.

Challenges

Deploying a new HCM system across a distributed, national workforce presented a large-scale change management challenge for hospice care provider VITAS.

Adding to the challenge, the Oracle Fusion Cloud product suite is relatively new, so there is limited content available from the vendor to support training.

Solution

Reporting to the CTO and CHRO, our consultant was charged with building a change management plan and training program to help ensure a seamless transition from the VITAS legacy system to the Oracle solution.

Working with a team at VITAS devoted to change readiness, our consultant conducted crosswalk analyses to document how existing workflows would change in the Oracle system.

With no library of existing content to draw on, we worked directly with the implementation partner to create a series of training modules using annotated screenshots. The consultant drew on his extensive knowledge of Oracle HCM to highlight key functional changes important to VITAS, such as new workflows for HR approvals.

In addition to content creation, our consultant led management-level educational sessions at VITAS to increase executive understanding of the new system, and to further socialize the rollout and training strategy.

Client Profile

VITAS[®]
Healthcare

VITAS has 40 years of experience in hospice care and is the nation's largest single-source provider of end-of-life care.

- VITAS operates in 14 states and the District of Columbia.
- 12,176 VITAS professionals provide care to approximately 17,743 patients daily.

Project Details

- Oracle Fusion Cloud HCM change management and training for national workforce
- Replacement of legacy systems to implement Oracle Fusion HR, Benefits Administration, Payroll, Time and Labor, Recruiting, Onboarding and Talent Management
- Instructional design for 23 learning modules
- Provide executive level training, rollout and training strategy

Results

Our consultant, drawing on his extensive knowledge of Oracle HCM, worked closely with the client and the system integrator to build a change management strategy and training program.

By end of engagement, 23 new course offerings were created to support web-based learning, classroom training and field training.

Our curriculum design, training materials, and consultative knowledge of the Oracle solution helped smooth the client's transition to a new HCM system, and our consultant received high marks from VITAS leadership and staff.