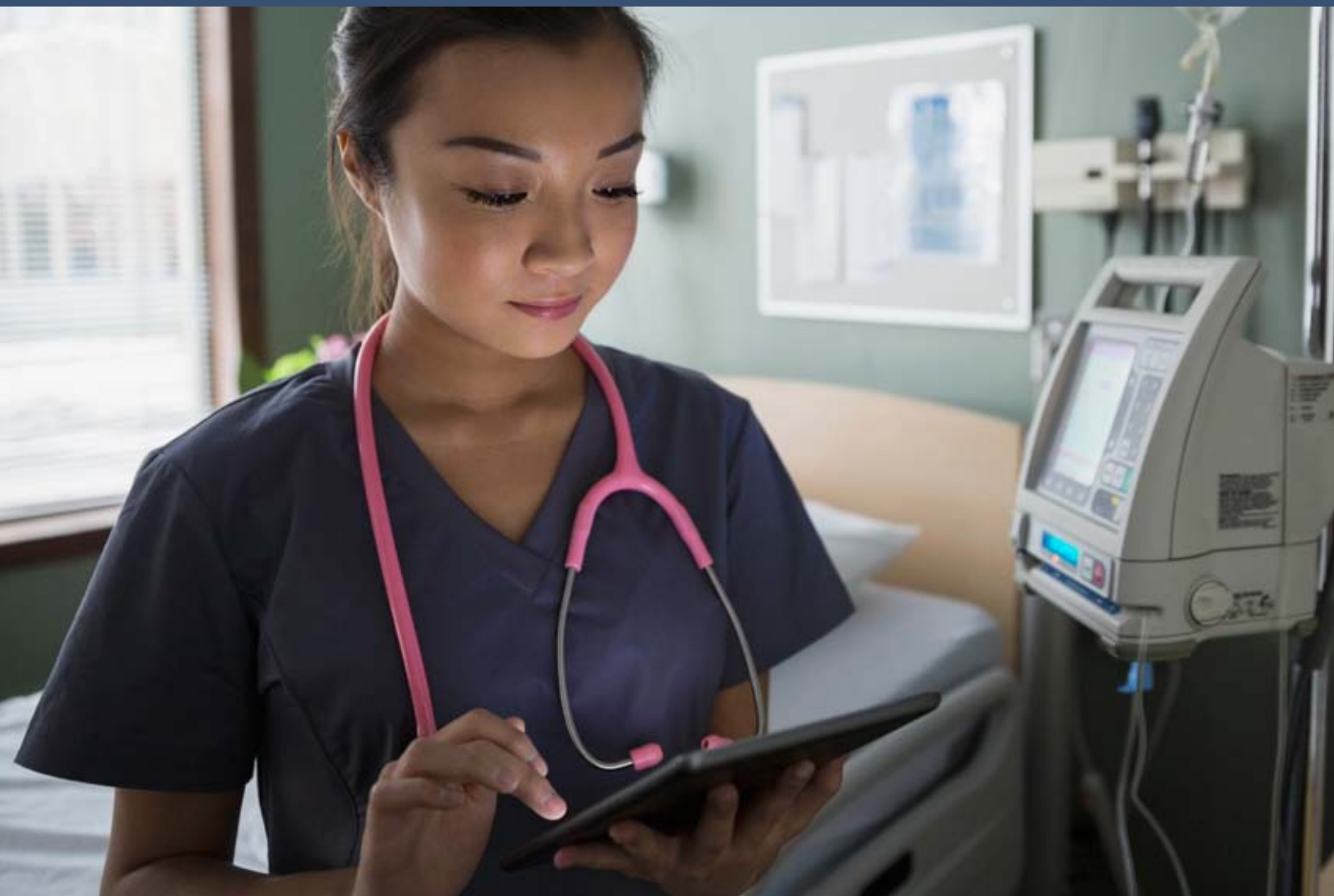
Conduent Health
Healthcare Provider Solutions

CONDUENT

Knowledge Solutions – Health Information Technology Adoption

More time for patient care. Improved financial outcomes. Less stress.

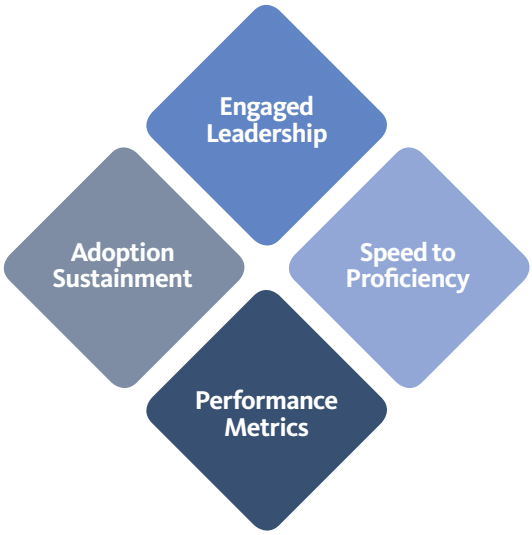


The Breakaway Method

This groundbreaking methodology has four distinct, interrelated components. Our solution incorporates the Four Drivers of Adoption: Engaged Leadership, Speed to Proficiency, Performance Metrics, and Sustainment.

The Four Drivers of Adoption

The Breakaway Method incorporates a creative learning solution housed within an innovative technology platform: the **PromisePoint® Community**. We employ a research-based approach that expedites end-user adoption. Our solution incorporates robust functionality for leaders and end users well before and well beyond Go Live. Conduent helps you achieve the clinical and financial results you expect by ensuring and expediting end-user adoption of new technologies.



Core Services and Deliverables

Employing all four drivers of adoption, we get end users to adoption quickly. We keep your adoption solution current through changes in the vendor applications and your own workflows over time to ensure continued and long-term adoption.

The PromisePoint Community

A custom, secure online learning and social portal that supports implementation, adoption and sustained end-user proficiency via a low-cost delivery method which provides the end user with a single point of access to their adoption deliverables and activities.

The Keys to Successful Health Information Technology Adoption

Engaged Leadership includes integration with the organizations' current efforts to support the leadership process of bringing change to the organization.

- Executive Briefings
- Change Leadership
- Sessions
- Adoption Coach Network
- Program Branding Communication Kit (Branding, Scripting, Articles, Banners)
- Program Governance
- Executive Messaging

Speed to Proficiency begins with a detailed adoption plan that outlines all the roles and tasks to be trained.

- Custom Online Learning Simulators
- Learning Effectiveness Assessments
- Supplemental Go Live Resources
- Quick Reference Guides
- Proctored Learning Lab Activities
- Instructor-Led Training
- Mobile Solutions
- CEU or CME Application Assistance

Defined **Performance Metrics** make it possible to track the organizations' progress toward adoption.

- Certification Process and Checklists
- Dashboard Reporting
- Implementation Readiness Reports
- Adoption Assessments
- Step-Level Practicum Reports
- Adoption Reports

We support **Adoption Sustainment** through maintenance and ongoing improvements that drive results.

- Courseware Maintenance
- Community Hosting/ Maintenance
- Quarterly Proficiency Assessments
- Annual Proficiency Tests
- Additional Courses

Key Objectives

Promote the consistent and effective use of Health Information Technology across all facilities

- Certify that each end user in every role is proficient in the use of the application
- Enhance the patient experience and patient outcomes through the most effective use of your applications
- Create a scalable and sustainable adoption solution specific to tasks by role
- Provide an economic and competitive advantage through the design, support and maintenance of the adoption solution

Let's get started.
For more information on this innovative learning solution contact us at 1.303.483.4300 or www.conduent.com/healthcare-provider-solutions

About Conduent

Conduent is the world's largest provider of diversified business process services with leading capabilities in transaction processing, automation, analytics and constituent experience. We work with both government and commercial customers in assisting them to deliver quality services to the people they serve.

We manage interactions with patients and the insured for a significant portion of the U.S. healthcare industry. We're the customer interface for large segments of the technology industry. And, we're the operational and processing partner of choice for public transportation systems around the world.

Whether it's digital payments, claims processing, benefit administration, automated tolling, customer care or distributed learning – Conduent manages and modernizes these interactions to create value for both our clients and their constituents.

Learn more at **www.conduent.com**.

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