



Managed Learning Services Success Story

Adayana India

Winter 2010

ADAYANA.COM

P: 317.415.0500

F: 317.415.0501

3905 VINCENNES ROAD, SUITE 402
INDIANAPOLIS, IN 46268



Situation

Life Spring Hospital is a network of hospitals specialized in providing low cost and quality care in the reproductive and initial pediatric care areas for low and middle income people, in the state of Andhra Pradesh, India.

LifeSpring is rapidly expanding their network and plans to set up 30 hospitals by end of 2010 in an effort to achieve its goal of benefiting 82,000 women and one million outpatients over the next five years. Additionally, LifeSpring plans to increase its total number of employees from 200 to nearly 800 by 2010.

Solution

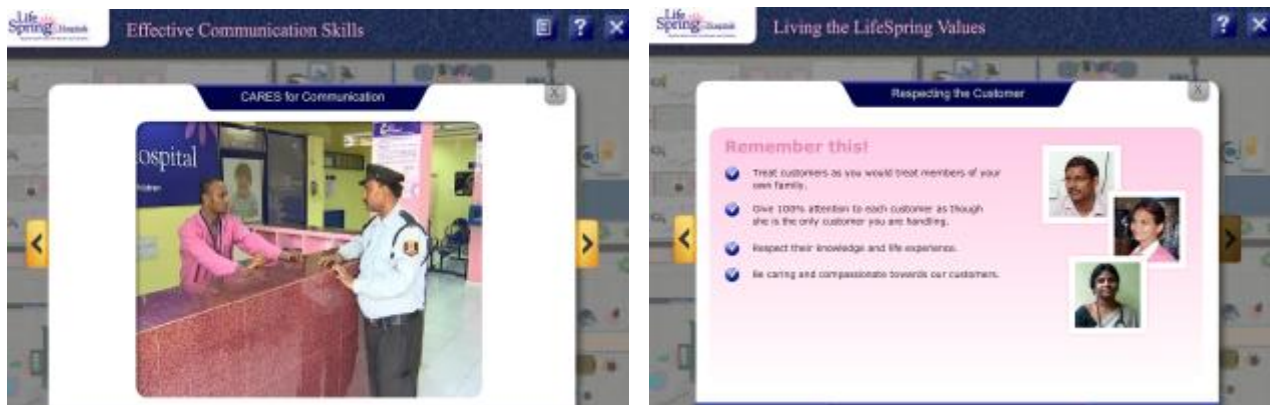
LifeSpring believes that a trained workforce is a strategic driver for its sustainable growth and hence wanted to create a scalable and effective Learning & Development program. LifeSpring was looking for a strategic partner to help develop a productive workforce to achieve its business goals. To address this need, LifeSpring approached Adayana to help support the growth of LifeSpring and develop systems and processes over the next 12 months for an effective Learning & Development practice within the organization.

A snapshot of our work with LifeSpring is provided below:

Process Training	<ul style="list-style-type: none"> • Around 60 e-Learning modules on various healthcare processes such as: Customer Discharge and Billing, Hospital Utilities Management, Environment and Hygiene, Emergency Management, Statutory Requirement Management, Material & Stores Management, Hospital Office Management, General Discharge Procedure, Fumigation Procedure, etc. • Comprised of information about the steps involved, responsible individual, when and how long activity is done, warning / alerts, important tips and guidelines 	Three months
Behavioral Skills	E-Learning modules up to four hours duration	Three months

Training		
Organization Values Training	20 minute video based e-Learning module	One month
Instructor led sessions/workshops	<ul style="list-style-type: none"> • Training LifeSpring staff on: <ul style="list-style-type: none"> ○ Process Writing skills ○ Creating interactive modules ○ Deploying learning modules on LifeSpring’s learning management system ○ Train the trainer session 	Each workshop is 1-2 days
Managed Learning Services	<ul style="list-style-type: none"> • Integrated and comprehensive learning services engagement for LifeSpring, supported by innovative learning solutions, effective use of technology, and strong processes. • An Adayana representative serves as L&D Manager in LifeSpring’s corporate office. • Adayana is the sole partner for all L&D needs at LifeSpring 	One year

Below are sample screen shots of the e-learning solutions:



Success

Adayana and LifeSpring started this partnership in April 2009, initially providing e-Learning solutions and later extending to a managed learning services engagement to develop Learning and Development. An Adayana representative now serves as L&D Manager at LifeSpring, managing their learning projects.

Serving as LifeSpring's Learning & Development partner, Adayana will help LifeSpring train its existing 200 team members while helping onboard the anticipated 600 new hires over the next year.