



National Health Service Improves the Quality and Access of Health Care Through Education and Training



High performance. Delivered.

Health & Life Sciences

Client profile

The National Health Service (NHS) in eastern and northeastern England serves an estimated 17 million citizens. The 400,000 people who work for the NHS in this geography are affiliated with approximately 1,400 Trusts and seven organizational types.

Business challenge

The Health Care systems used by the NHS are fragmented—different legacy approaches are used across medical facilities—making it impossible to deliver seamless care to patients in the region. The NHS created a vision: "To provide excellent patient care and create a single record for each patient in the system." To achieve this, the fragmentation of systems needed to be resolved.

How Accenture helped

Following an intensely competitive tender process, the NHS awarded Accenture the contract to help deliver new information systems to support patient care and services in the east and the northeast of England—and significantly boost their productivity and performance. Accenture has engaged in contracts with some of the leading technology providers in the industry, and is leading a team that includes, amongst others, Microsoft, iSOFT, The Phoenix Partnership, LiquidLogic, Documentum, and Cognos.

Accenture is designing, building and managing key information systems to support patient care and services in local communities. A new patient record system, the NHS Care Records Service, will be the core of the systems platform. The NHS Care Records Service will offer access to electronic appointment bookings and transmission of prescriptions systems from other providers.

Critical to ensuring the success of the NHS Care Records Service is the training approach and services designed and delivered by Accenture Learning BPO Services.

The training approach for NHS entailed developing training products, educating NHS trainers, deploying a Learning Management System and supporting the training of over 400,000 NHS end-users and evaluating the progress and quality of training delivery.

High performance delivered

The work currently complete at NHS will improve the quality and access of Health Care throughout the NHS Eastern and Northeastern Clusters in England. The training products, infrastructure and capability that Accenture Learning BPO Services delivered—and continues to provide—to NHS will enable more than 400,000 employees to use new systems and methods. Accenture

• Consulting • Technology • Outsourcing

Learning BPO Services used an experienced team, and proven tools and techniques—which meant shorter delivery times, higher quality and lower costs.

Key training achievements for the NHS so far include:

- Deployment of a Learning Management System (LMS) and an associated Assisted Learner Help Desk with uptime and end-user satisfaction well above agreed service levels (more than 11,000 loaded end-users today with plans to support 400,000 end users by January 2008).
- Training of more than 120 NHS LMS administrators with plans to train several hundred more over the next five years.
- Training of more than 270 NHS trainers across five major applications with plans to train several hundred more over the next five years.
- Production of approximately 80 training modules or 113 hours of training using a blended approach (eLearning, training environments, knowledge documents and instructor-led training) with plans to develop several hundred more hours of training over the next five years.

- Completion of over 18,000 training registrations with on-going support of more than 3,000 training registrations per month.
- Completion of over 16,000 training days delivered with on-going support of more than 1,000 days of training delivery per month.

About Accenture

Accenture is a global management consulting, technology services and outsourcing company. Committed to delivering innovation, Accenture collaborates with its clients to help them become high-performance businesses and governments. With deep industry and business process expertise, broad global resources and a proven track record, Accenture can mobilize the right people, skills and technologies to help clients improve their performance. With more than 158,000 people in 49 countries, the company generated net revenues of US\$16.65 billion for the fiscal year ended Aug. 31, 2006. Its home page is www.accenture.com.

About Accenture's Health & Life Sciences practice

Accenture's Health & Life Sciences professionals deliver innovation and insight to both the private and public sectors of the marketplace, which includes integrated health care providers, health insurers, managed care organizations, public health organizations and pharmaceutical, biotechnology and medical products companies. With more than 5,000 professionals dedicated to serving the global Health & Life Sciences industry, Accenture is committed to working with clients across the industry to help them achieve and sustain high performance. We have worked with companies of all sizes, including 21 of 24 health care and pharmaceutical companies in the FORTUNE® Global 500. Its home page is www.accenture.com/h&ls.

To learn more about Accenture Learning BPO Services, visit www.accenture.com/learningBPO.

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