



CASE STUDY: Baptist Healthcare System

» **MITCH CLEMONS** | BHS CORPORATE DIRECTOR OF FIELD SERVICES AND PHYSICIAN ALIGNMENT

"All of the hospitals in our system use ExecuTrain when a need for training arises. I have always received positive reviews and excellent feedback from both the hospital directors and the physicians utilizing the training. Baptist Healthcare Systems will continue to use ExecuTrain because of their excellent record of customer service."

When Baptist Healthcare System (BHS) needed to upgrade their software across the board, they called on ExecuTrain. ExecuTrain provided updated training reference materials along with technical support staff training in order to support the technology upgrade.

ExecuTrain scheduled private classes in order to ensure the BHS support staff was completely profi-

cient to assist employees once they began using the new system. In addition, 2-hour general knowledge sessions served the purpose of delivering training to both the end users and the IT department.

ExecuTrain successfully taught the main differences between the existing system and new, upgraded software, as well as incorporated information specific to the BHS network.

» **TOM CARRICO** | CBH I.S. SUPPORT SERVICES DIRECTOR

"ExecuTrain has done a tremendous job of organizing and executing large-scale training systems for us on multiple occasions. When implementing training, ExecuTrain took the initiative to learn the system themselves prior to training our employees. This enabled them to put themselves in the trainee's shoes and better answer any questions that arose. In addition to excellent project management, ExecuTrain has assisted our company with extensive paperwork to secure grant money for multiple educational initiatives throughout the organization. Whether providing us with corporate wide training, specific application training or refresher training, ExecuTrain puts all their focus on the customer and goes the extra step to ensure our satisfaction."

» **SHARI PRICE** | BHE I.S. SUPPORT SERVICES DIRECTOR

"The professionalism from the ExecuTrain staff was of the highest quality, and the training program and service offered were top notch. Since first using ExecuTrain, we have used them again and again, from the small task of teaching Office Suite applications to developing quality documentation, tools, training and hands on support for major clinical applications that were rolled out to the entire facility. There has not been a project too small or too large for ExecuTrain to accommodate our needs."



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