Opus Case study

MEMORIAL HEATHCARE SYSTEM

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Samir Wadhwa
Administrative Director of Information Technology

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Key Results

3 WEEKS

Under 3 Weeks Implementation

Versatile IT

Versatile IT Application Integration

Contents+

Streamlined Content Development and Security

Highlights at Memorial include:

- Opus is now the Workday end user support platform for all staff
- Set up and training in under 3 weeks
- IT Applications include Workday, EPIC and Salesforce
- Memorial are using Opus Follow Me for live In Application Support
- Opus will support multiple languages including Spanish and French, Creole, Russian & Portuguese
- Memorial are using Opus Workflow & Tasks functionality, negating need for Jira

Memorial Healthcare System is a leader in providing high-quality healthcare services to South Florida residents.

Memorial Healthcare: Successful Digital Adoption of Workday using Epilogue Opus

Since its inception in 1953, Memorial Healthcare System [Memorial] has been a leader in providing high-quality healthcare services to South Florida residents. Moving health forward to meet the needs of the community, Memorial is one of the largest public healthcare systems in the nation and highly regarded for its exceptional patient- and family-centered care that creates the Memorial experience. Memorial's patient, physician and employee satisfaction rates are some of the most admired in the country, and the system is recognized as a national leader in quality healthcare. Memorial Regional Hospital is the flagship facility of the healthcare system and is one of the largest hospitals in Florida. Memorial Regional Hospital offers extensive and diverse health care services that include Memorial Cardiac and Vascular Institute featuring renowned surgeons, Memorial Cancer Institute treating more inpatients than any other in Broward County, and Memorial Neuroscience Institute providing innovative technology and world-class physicians.

In the spring of 2023, Samir Wadhwa, Administrative Director of Information Technology at Memorial knew that their upcoming Workday rollout, Project Mercury, covering Human Capital Management, Supply Chain Management, Grant/Research and Finance to 15,000 users needed a Digital Adoption Solution, in order to assist their employee base during this change. Wadhwa considered tools such as Ancile uPerform, Datango & WalkMe, but settled on Epilogue Opus and was assisted through the selection process by their Workday System Integrator, KPMG.

Wadhwa and his Team needed a solution that was easy to stand up, easy to create a variety of content output types and easy to maintain. Memorial also wanted a solution that could produce and easily update all educational, end user support and change content for their IT installations across all business units, focusing on having all employees become self-sufficient on support in Finance, HCM, SCM and Grants Management. Wadhwa knew that one of the most important aspects was the ongoing, easy maintenance and consumption of that content for those areas.

Having used other tools extensively, Memorial were able to implement Epilogue Opus in under 3 weeks in 2023 and have lots of Subject Matter Experts creating content in Opus: a testament to the effectiveness of Wadhwa's Team in change management and change communications. Looking forward with Opus there are no restrictions to any other IT Application, such as Infor, ADP & EPIC at Memorial Healthcare.

Memorial also looked at other solutions including Adobe Suite, Whatfix, and WalkMe, and states "We took advise from our long standing Workday System Integrator and tested all offerings thoroughly, and because of the content was 100% web based with Opus stored in one location via AWS, as well as the ability to use the Opus Content Library, the decision was straightforward". Wadhwa continues "Opus allows us to have a lean content development process, using the SMEs to author the content, then the L&D Teams review, edits and publishes from one screen and all the Opus outputs are updated: **the Opus Follow Me output is a game changer for our employees**"

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Wadhwa continues "The Memorial IT Security Team are focused on keeping all the system data, employee and patient information safe, and our due diligence for the thousands of end users meant that the IT Teams were heavily involved at every step" Memorial also have planned to utilize Opus Tablet PCs throughout the business units.

Memorial likes the ease of editing in Opus, updating conversion utility & language conversion functionality. Additional training benefits include Quizzes & Tests on competency of manufacturing employees, as well as Sandbox access via Opus Simulations.

Digital Adoption Business Transformation

Memorial had several Key Business Objectives including increased end user adoption of Workday and employee self service. These objectives were mirrored in Opus Learning offerings:

Training covers all employees on a variety of Applications

Training material available close to Go Live & Post Go Live Dates

Reduce time to proficiency in employees, both existing and new hires

Self-support in the IT Applications for new employees

Training uses IT Application system screen

No Patient Care disruption in IT rollouts

Memorial evaluated other leaning solutions such as ANCILE uPerform, Captivate and WalkMe but after due diligence settled on Epilogue Opus for a variety of reasons including ease of use, just-in-time training & support, centralized content, and languages.