

# THE RIGHT DIGITAL MODALITY MIX: EXPERT INSIGHTS



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R1RCM

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Moderated by: Daryl Fleary, Intrepid by VitalSource

# Emerging Plant Leader, 2019



# Program Overview

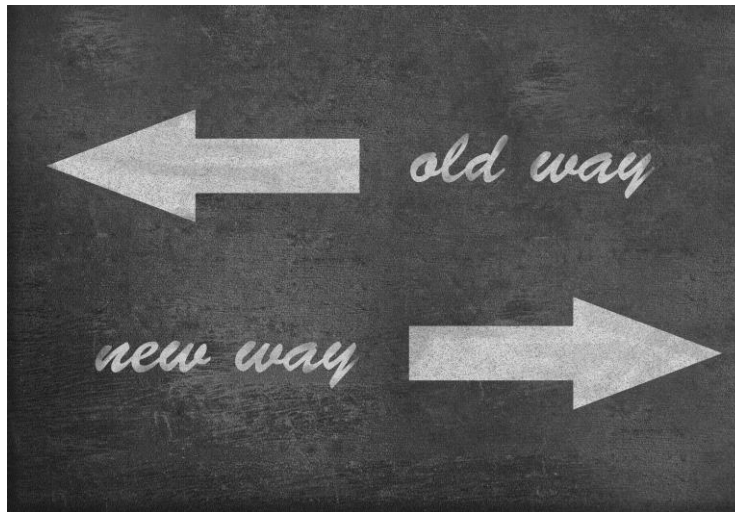
11-month functional  
development program

24 Top Supply Chain  
Manufacturing Leaders

All content accelerates  
skill development

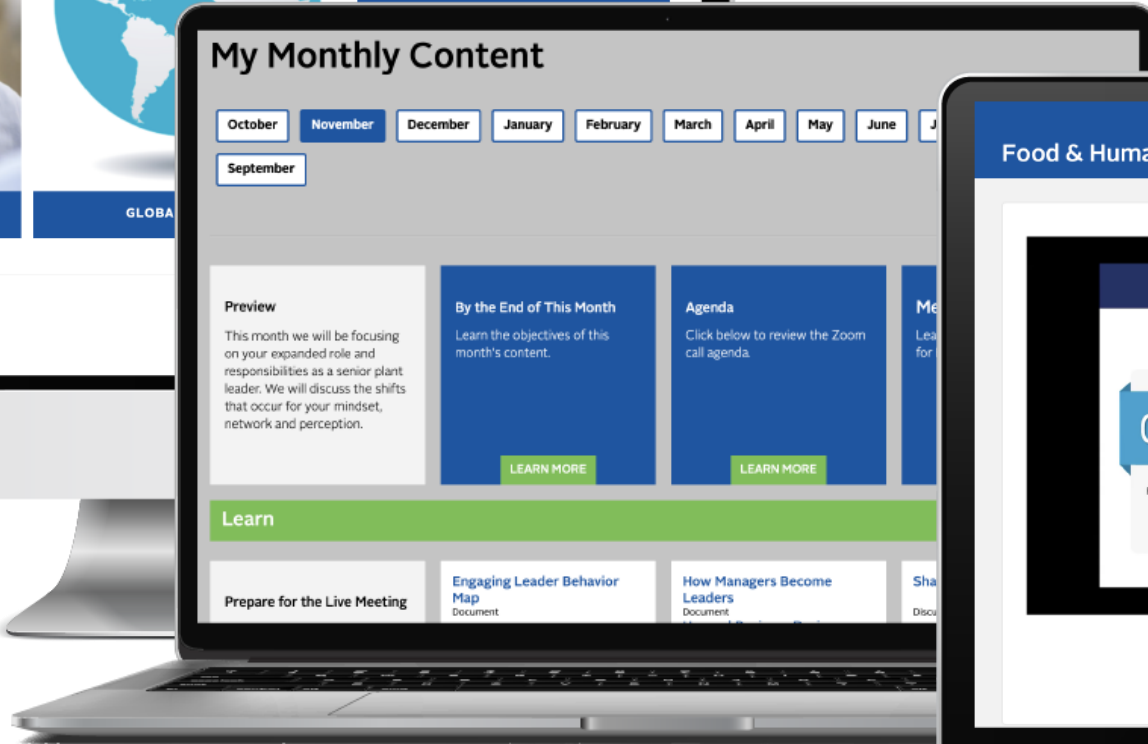
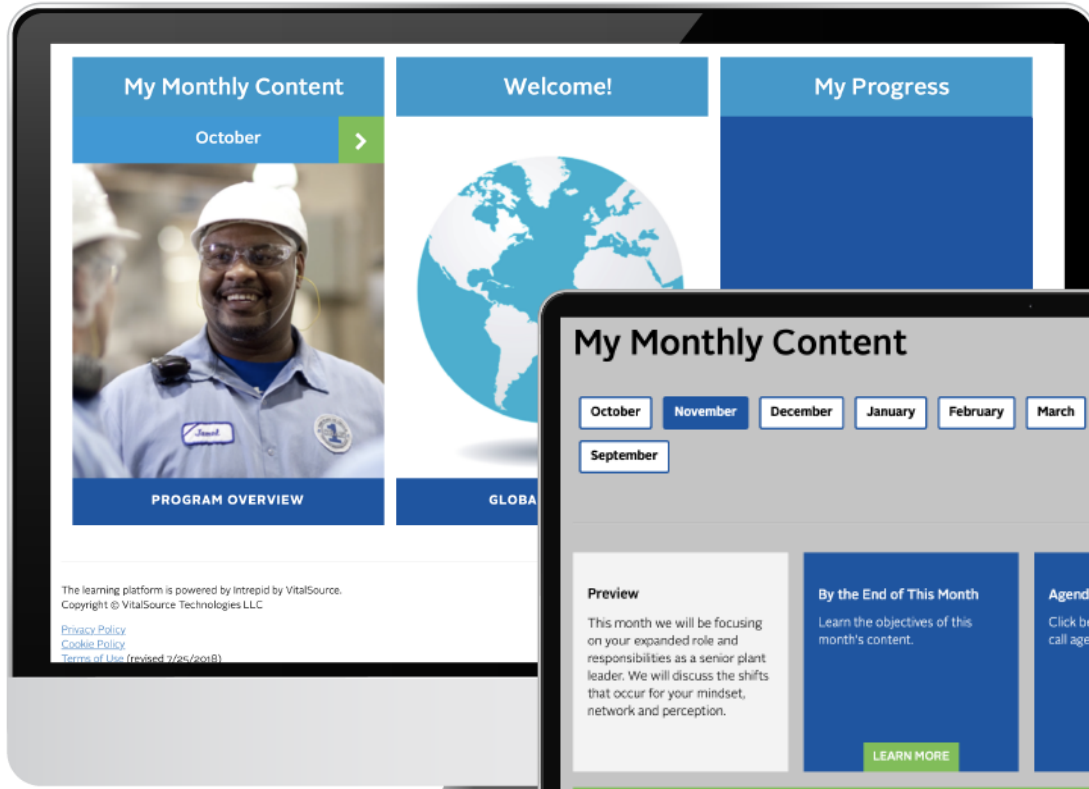
First time a true “course  
and community” was  
created to develop top  
talent.

# One-Way Lecture



# Blended Learning





# Learn, Do, Come Back and Share



- Course & Community
- Learning Experience
- Global & Diverse Roles

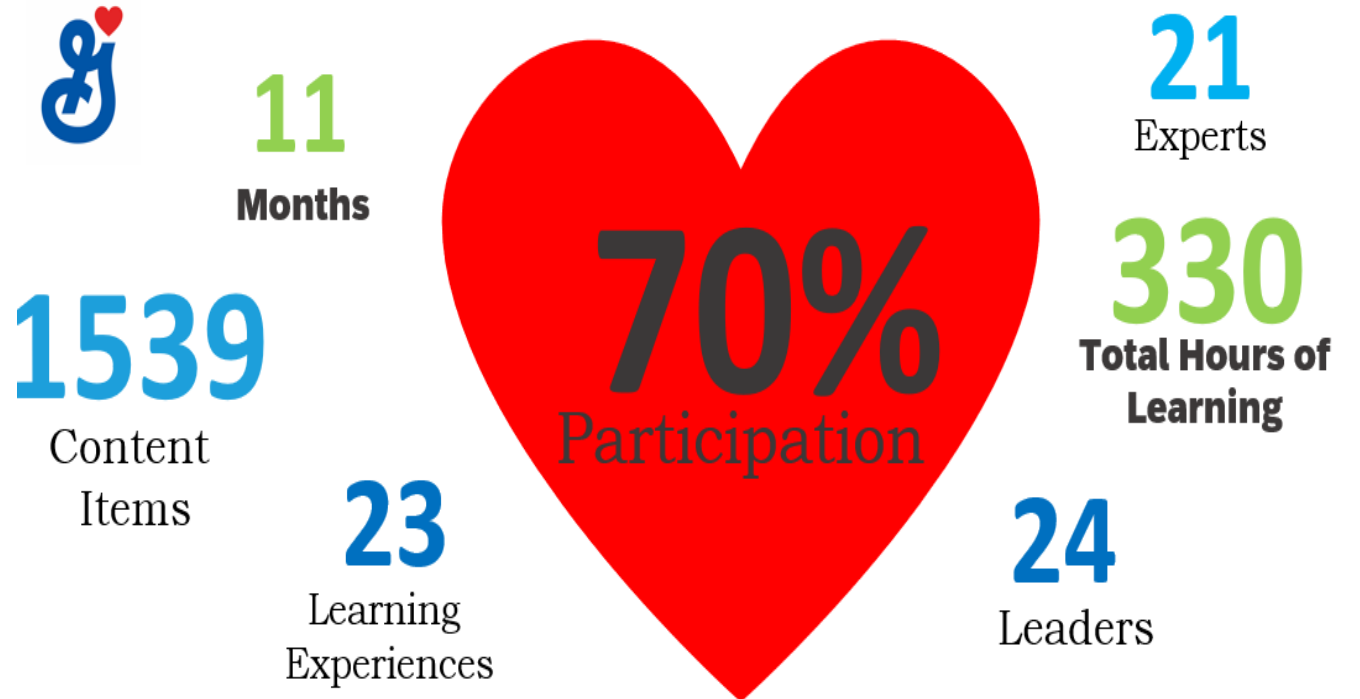
- Learn from Experts
- 12 topics key to your Role
- Expand your network
- Develop action plans



- Sometimes pre-work
- More discussion vs. lecture
- Sometimes post-work
- Sometimes teamwork

# RESULTS

- Huge increase in both expectations and engagement
- Blended learning approach covered 9 topics from 21 internal General Mills experts
- No theory, all practical and on-the-job focused



# Year of Experimentation with Digital Learning

Intrepid

Degreed

Axonify

SchooX

MLevel

Udemy

Etc. Etc.  
Etc.



# Patient Experience Registration Training

New Technology Deployment

**R1**<sup>SM</sup>



# Program Overview

3-week new technology and process training for Registration staff

Over 2500 frontline associates across 120+ locations, spanning all hospital shifts

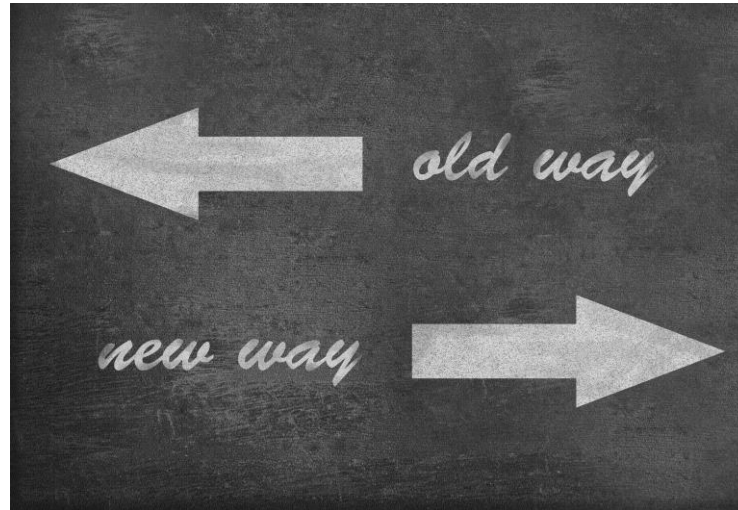
Anytime access to technology experts, peers, and facilitators

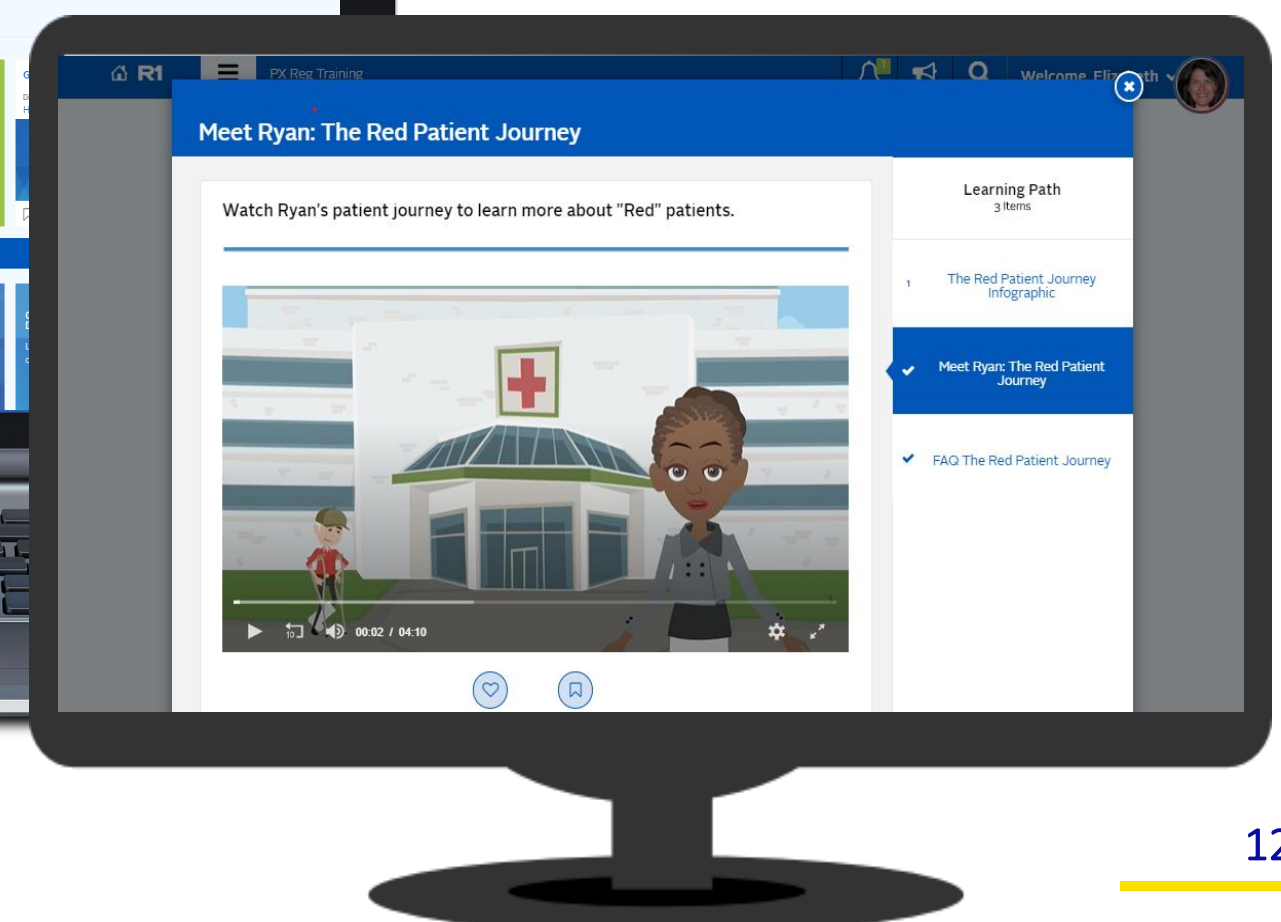
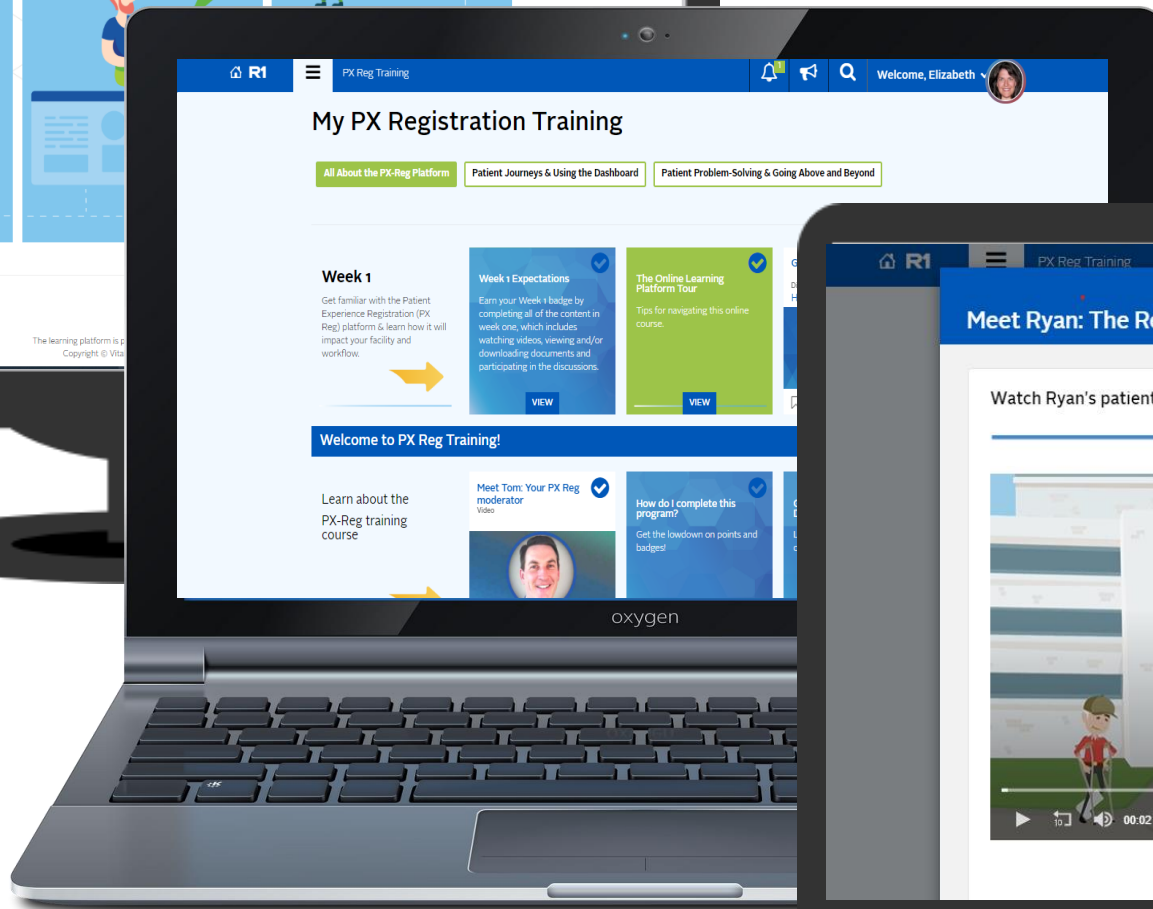
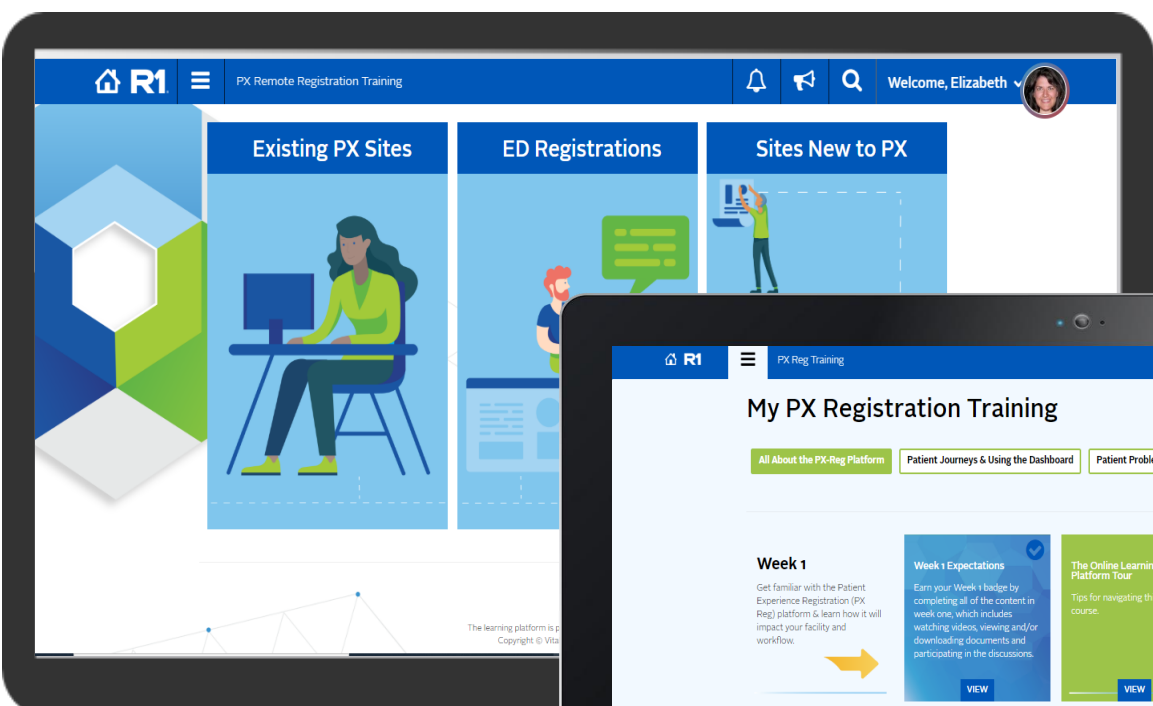
First time a blended learning approach was used for technology deployments with a focus on digital and micro-learning for

# In-Person Training



# Blended Learning






# RESULTS

- Average end user satisfaction and technology utilization scores in line with in-person training outcomes
- Blended learning delivered digitally or virtually by about 10 frontline and 5 vendor SMEs
- Estimated travel cost savings of around \$17,000

**2700**  
Learners

**15**  
SMEs & Frontline  
Experts



**85%**

Program Satisfaction

**70+**  
Content  
Items

**9450**  
Total Hours  
Delivered

**8**  
Learning  
Experiences

# Year of Program Digitalization & Virtualization

## Intrepid Programs

- Role-Based Onboarding
- Technology Deployments
- Performance and Accountability
- Sales Training
- Special Projects

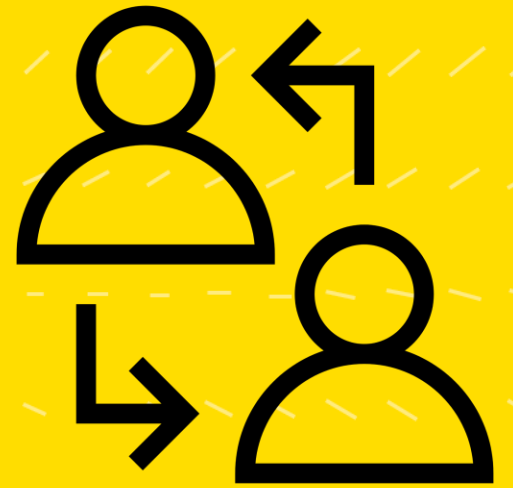
## Partner Platforms

- SchooX
- Litmos
- Conferencing Systems (Teams, Zoom, etc...)
- Sharepoint Knowledge Banks
- Salesforce

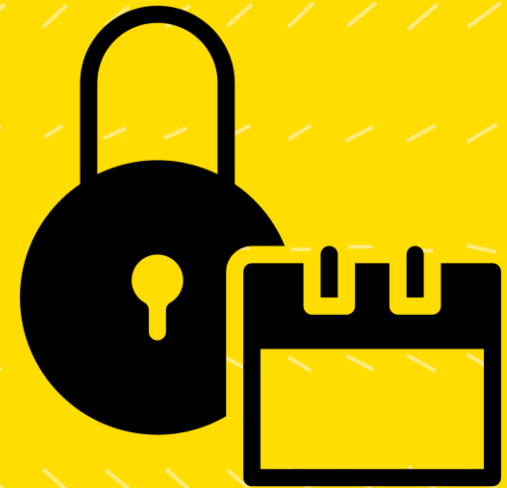
## Design Investments

- Articulate
- Camtasia
- Vyond
- Adobe
- Snag-It
- Grammarly

ENGAGEMENT



# THE TIME FACTOR





# MODERATORS or FACILITATORS



STAKEHOLDERS



DURING / POST  
COVID-19



Q&A



# Thank you!



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