



Supporting the Extended Enterprise

Three Challenges of External Staff Management in the Healthcare Industry – and How to Solve Them

New systems, stricter regulations, changing technology, and more patients – juggling these initiatives while also keeping your workforce skilled and up to date is a growing challenge for healthcare centers.

Yet it's not just your own workforce you need to worry about. Keeping your extended team—providers, contractors, and vendors—trained and in compliance is just as crucial to ensuring efficiency, financial sustainability, and most critically, your ability to deliver high-quality, patient-centered care. [Learn how extended enterprise solutions help healthcare organizations overcome these challenges.](#)

Three Challenges of External Partner Management for Healthcare Organizations—and How to Solve Them:



Your reputation and success depends on ensuring your entire network is providing the same high quality care.

Challenge

Delivering, managing, and reporting on training across the organization is difficult to coordinate and track. Worse, in-person training isn't scalable and pulls personnel away from their real work: serving patients and performing other functions critical to operations. Yet these staff must still be able to adept in organizational processes, systems usage, and best practices – all while focusing on delivering a positive patient experience.

Solution

Extended enterprise learning management solutions provide training and development tools to your entire network of external practitioners, vendors, and contractors. Courses—and access—can be targeted to specific audiences, and administrators can easily get the big picture view of compliance and certification statuses, helping your organization proactively stay “on the ball”.



Healthcare professionals are eager for CEU/CME credits, but managing credentials can be a nightmare.

Challenge

Ensuring healthcare providers are trained and current is a key part of ensuring quality patient care. But learning and development is also a key component in *retaining* your staff and extended provider network. Nurses say that ongoing education is a key factor in their decision to stay with an organization. However, the onus falls on already-swamped HR managers to coordinate, update, and track these opportunities.

Solution

Publish, manage, and track CEU/CME curriculum with extended enterprise solutions. Certification management tools enable administrators to create custom certifications, forms, and reports. They also feature straightforward catalog administration and easily configurable workflows to allow organizations to offer hundreds of courses—without spending hundreds of hours administering them.



Keeping patients informed and engaged with their own care is a key tool in reducing costs and repeat visits.

Challenge

Patients are also hungry for knowledge, but making sure they have the right information is increasingly difficult. Patient education is critical to reducing unnecessary visits and avoiding costly readmissions penalties. New Population Health Management practices now necessitate that both patient and provider remain more involved – well beyond the exam room.

Solution

By leveraging an extended enterprise platform, healthcare organizations can provide branded learning opportunities to patients to improve care and strengthen ties with the community. Curriculums can be targeted toward chronic condition management, pre- and post-op care, or daily nutrition, exercise, and lifestyle management. Built-in e-commerce tools enable organizations to offer free or fee-based courses to generate revenue or simply educate their patient base.

Reduce risk, improve patient care, and engage the broader community by extending learning and development opportunities to extended networks. Cornerstone's Extended Enterprise solution enables healthcare organizations to easily offer training, certifications, and collaboration opportunities to community healthcare teams and patients and their families—across the city or across the globe.

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