



infor

CASE STUDY

Employee training drives Bozeman Health's tech success

Bozeman Health optimizes its technology adoption through employee training

As the largest private employer in Gallatin County, Bozeman Health is made up of more than 2,500 employees who provide care and support throughout the health system that includes two hospitals, several specialty treatment centers, and a network of physician and urgent care clinics and other facilities. After implementing cloud-based healthcare software from Infor to achieve the organization's digital transformation, Bozeman Health sought to ensure their employees were able to stay on top of its new technology.

Bozeman Health went live with Infor CloudSuite Healthcare in 2019, implementing supply chain, financials, and analytics solutions. With an organizational transformation rooted in technology, their journey continued in 2022 with the adoption of an AI-driven digital assistant, Infor Coleman DA. With the new ability to locate supplies in seconds instead of minutes, employees now had access to a tool that can prove to be critical in emergencies. They just needed to be trained.

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MICHAEL POLLARD

Supervisor, Logistics and Distribution, Bozeman Health



Headquarters

Bozeman, Montana

Industry

Healthcare

Infor products

Infor CloudSuite® Healthcare

Infor® Education

Infor OS®

Infor Coleman AI

Infor Coleman DA

Infor Birst®

Website

bozemanhealth.org

Setting the stage for system success

Proper training is important for people to use and adopt new systems. Infor Education provides tailored training to help users, like Bozeman Health employees, learn how to use the system quickly so they can increase their productivity. Properly trained users feel more confident, which reduces the risk of mistakes and can make them happier in their job, something Michael Pollard, Bozeman Health Supervisor of Logistics and Distribution, learned first-hand.

“When I initially took over the business analyst role a few years back, I was thrown into it. Infor training not only gave me the confidence but also the technical skills to accomplish the functions of that job,” says Pollard. “You might have intuitions about what you’re doing. You might even read a training manual. But being able to actually go through formal education on that topic with a real-life expert just gives you that next level of confidence.”

Nurses now able to find a needle in a haystack

Healthcare storage rooms can be daunting places, housing everything from medications and surgical kits to diagnostic tools, linens, protective equipment, and personal care items. Finding the right product at the right time wasn’t always easy for Bozeman Health staff. Infor’s AI-driven digital assistant may be set up to instantly locate products, but employees need to be comfortable and knowledgeable in using the technology.

Business challenges

- New enterprise software available, but employees were not comfortable or knowledgeable enough in the technology to get the most out of the investment.
- Locating information and supplies in seconds instead of minutes can be critical during an emergency.

“We had a nurse who would have difficulty finding exactly the right product that she was looking for,” says Michael Mallett, Bozeman Health System Manager, Supply Chain. “Prior to her training, she was contacting materials management on a regular basis saying, ‘Hey, I’m looking for this particular product.’ After the Infor training, she’s able to go into that database now and she’s comfortable searching.”

Continuing education for employee requirement and retainment

Training Bozeman Health employees to use Infor’s technology tools is proving to be more than just creating a comfort level with the products. With industry-wide healthcare staffing shortages and challenges, equipping and empowering employees with innovative technology can help with attracting and retaining talent.

“ We continue to educate staff as they move into new positions—Infor is allowing us to do that. By training our employees, we can stay on top of technology and be really at the forefront of the Infor suite.”

RYAN WILLIAMS

System Manager, Materials Management Information Systems,
Bozeman Health

“We continue to educate our staff as they move into new positions. Infor is allowing us to do that,” says Ryan Williams, Bozeman Health’s System Manager for Materials Management Information Systems. “By training our employees, we can stay on top of technology and really be at the forefront of the Infor suite. We’re really working with the Infor platform technology team and implementing as much as we can to improve the hospital,” says Williams.

Business results

- Employees received tailored training and quickly learned how to use the technology, increasing productivity.
- Staff continue to receive training as they move into new positions, enabling the organization to achieve its organizational transformation rooted in technology.

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