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LEQUEST

Transforming multi-site medical device training to promote GE HealthCare PCS

Securing high adoption rates for innovative medical devices depends on the associated training experience. Understanding this dynamic, GE HealthCare's Patient Care Solutions (PCS) Business Unit sought a way to streamline how clinicians across multiple operating complexes adopt new medical devices.

The manufacturer needed to provide a training approach that would accommodate varying clinician schedules, maintain consistent processes, and meet compliance standards. LeQuest's online simulation platform supported these objectives and offered clinician end-users a consistent path to proficiency.

Overcoming care providers' challenges to promote GEHC medical device adoption

LeQuest's unique capabilities were key to sealing the collaboration. GE HeathCare's PCS's objectives involved attracting new hospital revenue and becoming more competitive at tendering and bidding for contracts. It would have to achieve these goals while managing costs, increasing quality, and maintaining a strong reputation as an innovative, modernizing force.

Hospital groups frequently struggle with training large numbers of staff members quickly and consistently when introducing a new device. To respond to this issue, PCS would need to provide a clinician education program offering standardized, repeatable workflows.

SIMULATION TRAINING:

A solution that meets today's needs

LeQuest's simulation-based training model represents a flexible, scalable, and immersive approach to clinician education. With LeQuest providing simulation courses for its devices, PCS offers care facilities a training option that suits their preferred way of training new users, allowing them to achieve a fast pace and accommodate varied schedules while never giving up consistency or quality.

Specific features of LeQuest's training offering that helped PCS include:

- **DEVICE-BASED LICENSING:**

Providers receive the exact courses they need based on the assets they use.

- **ANNUAL LICENSE ACCESSIBILITY:**

Licenses provide educational access year-round and are easily extended.

- **INTEGRATION WITH GEHC'S QUOTING SYSTEM:**

LeQuest training is a seamless part of selling and using GEHC devices

- **LOCALIZATION:**

The training includes 12 translated versions of both training content and device interface text, which can be set independently. With more on the way, enabling a wider global reach.

LeQuest's simulation-based training is not just valuable as a way for clinicians to build their skills and knowledge regarding new technology. It can also become part of accreditation and certification programs.

Using the management platform, GEHC PCS personnel can see how engaged customers are with the training and make tweaks to ensure the programs associated with their products remain strong and compelling.

Global expansion and strong relationships

PCS has seen success with the new LeQuest training workflow. The first wave of the rollout included 73 customer medical centers across 16 countries within the EMEA region. Near the end of this one-year process, GE HealthCare International ARC teams in the AKA, India & South Asia, and LATAM regions began onboarding sessions.

Among end-users at care provider organizations, reviews of the new workflow have been positive:

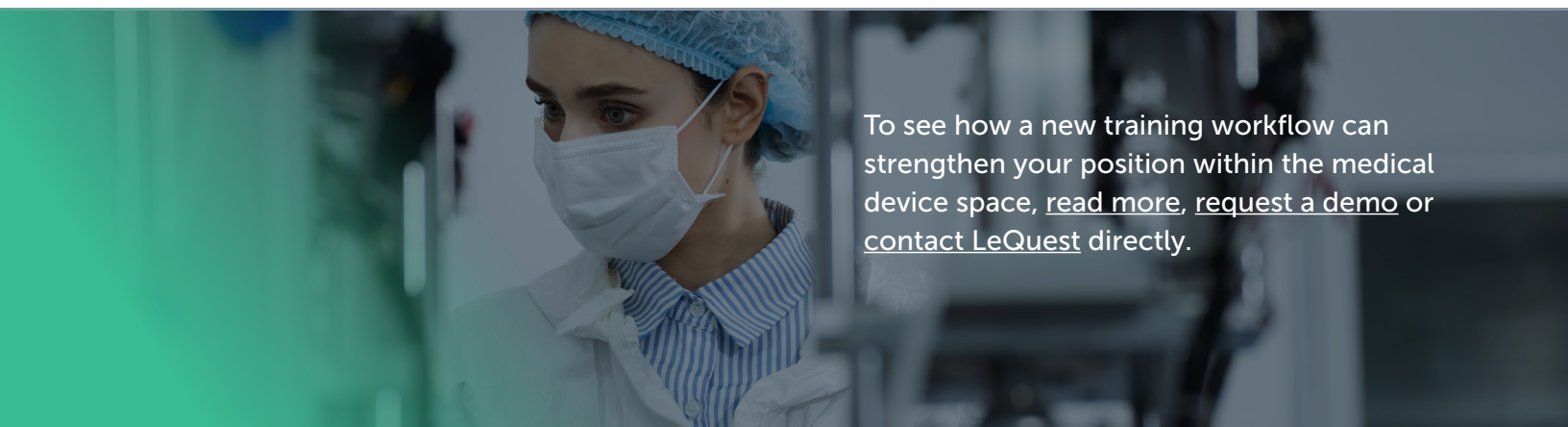
- At Northwest Hospital Group, anesthesiologists were able to confidently adopt a new GEHC system that would be used by numerous personnel across three hospitals, confident that they would receive a consistent and comprehensive training experience that allowed self-paced, flexible learning. Leaders tied the simulation training to three-year skill refreshers and certification programs.
- At Amsterdam University Medical Center, the team was able to train staff on consistent usage of GEHC equipment following a merger that involved one site's personnel switching from using a competitor device. In a short time, 178 clinicians engaged with the simulation-based course.

“LeQuest is now an integral part of our continuous education proposition, contributing to a higher standard of patient care. We're grateful for this partnership and anticipate continued success in our medical training initiatives.”

— Eric van Harten, Anesthesia Leader, EMEA GE Healthcare

Create a training workflow users at all levels will love

Becoming an established name in medical device spaces can come down to the training experience and the streamlining of the overall adoption process. Flexible, simulation-based training from LeQuest can fulfill this need and strengthen customer relationships, as it has for the GEHC PCS unit. LeQuest is the only company in the world that builds online and active realistic simulations for medical device training.



To see how a new training workflow can strengthen your position within the medical device space, [read more](#), [request a demo](#) or [contact LeQuest directly](#).