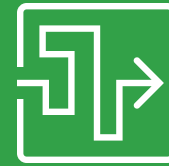


How AXIOM Created a Blended Learning Approach for a Large Health Insurer

Background and History

In 2018, a large health insurer based in the U.S., supporting 160 hospitals, 42,000 physicians, and 7 million people nationwide, was facing the challenge of fulfilling internal training needs with an aggressive six-month deadline. New industry regulations required training for their entire service and operations department which included over 1,250 employees and was important to the success of their organization. Based on the client's staff size and budget, they faced the realization that they could not meet their goals within the rigid timeline they were given.

Facing high volume and a tight deadline, our client turned to AXIOM. AXIOM met with the client to scope and determine not only the right talent, but the right number or resources needed to meet an aggressive timeline. When scoping was complete, it was determined that 6 ID resources were needed with various backgrounds in project management, design, development, and graphic design. Through AXIOM's extensive vetting process and sample reviews, we were able to identify proven professional contractors who had experience in learning design & development – the skills needed to succeed. Not only did AXIOM identify the best talent but was also at a lower cost than two other vendors they competed against. AXIOM became an extension of the client's learning team. The contractors chosen for these roles jumped in on ongoing, high priority projects and were managed by the client's team of internal enterprise learning professionals who monitored the projects, workload, and work quality of the contracted professionals.



Challenge

Fulfilling internal training needs with an aggressive deadline



Collaboration

AXIOM as an extension of the learning team



Success

Through AXIOM's extensive vetting process proven professional contractors were identified

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Results That Speak Volumes

The client was thrilled that AXIOM was able to complete this project on time (with 2 weeks to spare) and on agreed-upon budget. The work AXIOM's contract team of IDs performed included:

- Created scenario-based instructor-led training (ILT) curriculum using blended learning solutions.
- Designed/developed micro-learning that was used outside of the classroom.
- Worked with SMEs and learning managers and created classroom training workshops and eLearning modules.
- Transformed existing classroom modules into eLearning and vignettes.
- Participated in testing and validation of new or enhanced systems applications as part of the preparation process to deliver learning programs.
- Created assessments for reinforcement, including situational and scenario-based questions.

This engagement led to a successful partnership between AXIOM and the client that continues to this day. The high level of trust that has developed over time is the foundation of the strength of AXIOM's partnership with this client. In fact, they turn to AXIOM for guidance and input as they embark on new initiatives and considers AXIOM a valued partner and a great part of their success.

