



“ Let’s make Mercy Technology Services the place for opportunity, where growth is nurtured and pioneers are born. ”

Gil Hoffman, CIO, Mercy

## BUSINESS CHALLENGE

Mercy is a 45-hospital, 300-clinic Catholic health care system in the U.S. and serves millions annually. The healthcare industry is moving quickly toward technology, and most information technology groups in healthcare are relatively young. As Mercy moves toward process standardization, mobile technologies, and state of the art care delivery, it is constantly challenged to be the best in the industry, and areas of focus are as diverse as its 50,000 co-workers.

Through learning initiatives, Mercy is empowering co-workers to embrace learning and choose their career and development paths.

## ABOUT MERCY

Mercy is a 45-hospital, 300-clinic health system. Founded in 1986, but with roots dating back to 1827, Chesterfield, MO-headquartered Mercy was recently named one of the nation’s 15 Top Health Systems by Truven Health, ranking Mercy among the five best performing large health systems in clinical quality, safety measures and patient experience. MTS is home to nearly 900 in staff. This workforce helps approximately 50,000 healthcare co-workers across seven states work with the technology they need in order to do their jobs – providing them with analytics and consulting, as well as supporting them in their processing of electronic health records.

## HOW SKILLSOFT® HELPED

Skillsoft’s Skillport® solution provides resources for our Mercy Technology Services co-workers not only in technical areas, but also desktop applications and business skills. The combined learning opportunities help co-workers prepare for future roles on both technical and leadership sides of the organization.

All Mercy Technology Services co-workers are challenged to complete at least 40 hours of development time per year. In the first three years, Mercy’s IT co-workers exceeded goals by averaging more than 50 hours of development time per co-worker.

## KEY METRICS

**12K+**

Mercy has used more than **12,700** courses over the past three years

**1.5M**

By using Skillport, Mercy has significantly reduced the need for travel offsite for training, saving them **\$1,500,000**

**526%**

2016 Nucleus Research Technology ROI Award Winner with a **526%** ROI

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