

R A T I O N A L E

P R O J E C T

R E S U L T S

C O N C L U S I O N S

I M P A C T

COVID-19

MARCH 2020: IN-PERSON TRAINING PAUSED DUE TO SAFETY PRE-CAUTIONS

In accordance with CDC guidelines, social distancing lead to the inability of employees to attend in-person training

RECREATE

MARCH-MAY 2020: DEVELOPED NEW CONTENT TO MEET THE CHANGING NEEDS OF EMPLOYEES

Strategically created a variety of new live virtual courses that fostered engagement through interactive activities, reduced course time and met current development needs

Launched alternative learning offerings with podcasts and online courses

SURPASSED

UNEXEPECTED RISE IN ATTENDANCE

Both registrations and attendance numbers increased for overall course offerings

Attendance rate from launch in June 2020 - April 2021 rose at an average of 15% more than the previous two years

COACHABILITY

MD ANDERSON EMPLOYEES ARE INTERESTED IN DEVELOPING THEMSELVES

With the increased accessibility for personal development, MD Anderson employees, seized the opportunity

INNOVATION

INCREASED OFFERINGS TAILORED TO EMPLOYEES CURRENT NEEDS

Live, interactive courses focused on current realistic topics employees are facing

New resources such as podcasts and online content provide quick self-service options in under 10 minutes

COVID-19

MARCH 2020: INSTITUTION ACCESS LIMITED DUE TO SAFETY PRE-CAUTIONS

Increased opportunities for employees to assist in various new roles to meet insitutional demands

Numerous employees unable to work on campus in their normal job role

REPURPOSE

MARCH 2020: UTILIZED EDUCATION CENTER IN A NEW WAY TO SERVE AS A GREATER RESOURCE

Customized employee reassignment opportunities allowed for the scheduling of employees to fullfill unexpected urgent needs of the institution

Redesigned Education Center platform to accommodate additional resources for employees working remotely

EXCEEDED

RECOGNIZED AS AN OPPORTUNITY FOR ADDITIONAL RESOURCES

Additional departments needing assistance due to a rise in needs (such as clinical departments) worked with the Education Center to utilize scheduling resources

More resources developed by various departments were able to be shared in the easily accessible platform

ACCOUNTABILITY

REDISTRIBUTION OF RESOURCES PRODUCED SUCCESS ACROSS THE BOARD

Utilizing the Education Center in new ways not only explanded its capability and supported new perational needs, but it also supplied hours for employees who were unable to work remotely

INNOVATION

INCREASED CAPABILITY OF A WIDELY-USED RESOURCE

A current tool was modified quickly to respond to the current change in needs

COVID-19

MARCH 2020: IN-PERSON TAP SESSIONS PAUSED DUE TO SAFETY PRE-CAUTIONS

In accordance with CDC guidelines, social distancing lead to informational sessions for Tuition Assistance Program (TAP) being rescheduled

REIMAGINE

MARCH 2020: PROVIDED SELF-SERVICE OPTIONS AS RESOURCES

Worked with in-house designers to create an interactive informational online course

Updated online resources with additional program information

TOPPED

INCREASED INTERSET IN TUITION ASSISTANCE

Applications for the TAP program increased to result in a 43% rise in total reimbursement

DRIVE

TAP INTEREST INCREASED WITH AWARENESS AND SELF-SERVICE OPPORTUNITIES

Opportunities for first-time applicants increased versus previous years

INNOVATION

HIGH ACCESSIBILITY TO EDUCATIONAL ASSISTANCE RESOURCES

800 seats were made available to enhance awareness of TAP resources