

Wendy Pierce, MA, CPLP

Learning & Performance Consultant | Healthcare IT



PHILOSOPHY STATEMENT

Investing in knowledge – individual, team and enterprise-wide – is essential for creating competitive advantages through excellent performance. Organizations that foster continuous workforce learning will go forward as the productive and innovative leaders of the future.

My mission is to partner with clients in setting an environment for continuous learning and innovation, and to help them realize their goals through practical approaches to organizational learning, team engagement and performance excellence.

AREAS OF EXPERTISE/RESULTS

- Design and Delivery of Enterprise-wide Training Programs
- Project and Program Management
- Team Leadership
- Measurement and Evaluation of Training/Program Effectiveness
- Learning Needs Analysis and Strategies
- Competency-based Curriculum Design and Development
- Team and Individual Coaching
- Facilitation and Instruction

EXPERIENCE / SELECTED PROJECTS

- Most recently, have led three enterprise-wide Epic Systems training initiatives that included a premier academic health system in the west with 15,000 inpatient and ambulatory end users, and two nationally acclaimed healthcare networks on the east coast with 16,000 and 6,000 end users, respectively.
- As a team leader at a nationally renowned children's hospital, provided direction to a high-performing training team that consistently received outstanding learner feedback. Led a transition in which the team expanded its training expertise from one suite of clinical applications to three enterprise-wide information systems. Fostered the team's creation of new tools and processes that streamlined the intake and planning process for new training initiatives.
- Consulted with many healthcare clients throughout the US, providing services that focused on their learning needs, such as: training program design & development, assessments, surveys & evaluations, training project management, curriculum planning & development, classroom training, activation support. Led consulting teams through key organizational initiatives.
- As an internal education consultant for a major clinical systems vendor, built a national team of education consultants to serve the needs of regional clients. Developed a comprehensive training program for analysts and project managers resulting in greatly enhanced client feedback and employee retention. Designed and delivered training for healthcare clients throughout the US, in Canada and the UK. Created courses that produced the highest revenue of all training offerings. Facilitated train-the-trainer sessions for clinical super user groups. Designed and rolled out a mentoring program for staff.

CREDENTIALS

- Certified Professional in Learning & Performance (American Society for Training & Development)
- Certificate Program Graduate, Training Specialist (University of Washington)
- MA, Leadership Studies/Organizational Design & Improvement
- BA, English

SELECTED CLIENTS

- University of Washington Medicine
- Seattle Cancer Care Alliance
- G.E. Healthcare
- University of California, San Francisco
- Saint Vincent's Medical Center
- More than 30 healthcare organizations served throughout the U.S, Canada, and the U.K. Examples include: UCLA Health System, Inova, Valley Health, Seattle Children's, Scripps Health, Mayo Clinic, Continuum Health Partners, Community Medical Centers, Montefiore, Kaiser, Vancouver Coastal Health (BC), Chelsea & Westminster (UK)

Contact the Alliance at 206-616-8461 OR alliance@u.washington.edu.