



Case Study

Kaiser Permanente of Georgia Streamlined Annual Competency Testing Using Employment Assessments




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Kaiser Permanente is an integrated managed care consortium that is based in Oakland, CA. It consists of three distinct but interdependent entities: the Kaiser Foundation Health Plan, Inc. (KFHP), and its regional operating subsidiaries, Kaiser Foundation Hospitals, and regional Permanente Medical Groups.

It is one of the largest nonprofit healthcare plans in the United States, with over 12 million members, and operates 39 hospitals and more than 700 medical offices in eight states: Hawaii, Washington, Oregon, California, Colorado, Maryland, Virginia, Georgia, and the District of Columbia.

The Situation



Kaiser Permanente employs over 300,000 people, including more than 80,000 physicians and nurses. Its Medical Office Operation manages the company's Member Registration, Member Services, and Patient Financial Services functions. Employees are required to understand 10 front-end registration policies as well as tasks related to Patient Financial Services and Member Services to ensure they can provide a positive concierge experience for members.



The Kaiser Permanente of Georgia Management needed an easy way to test employees annually to ensure they were knowledgeable in these areas. Their main requirement was that the solution be electronic and provide immediate test results along with a summary they could share with each employee.

The Solution

HR managers in the Kaiser Permanente Southern California regional office recommended eSkill based on their experience using it to administer [employment assessments](#) for recruiting and hiring new employees.

When Kaiser Permanente of Georgia managers saw a demo of the eSkill Talent Assessment Platform™, they knew it was the perfect solution for their needs and were impressed because it offered much more than they expected. They saw they could use it to hire better-qualified candidates and avoid hiring “mistakes,” and could also use it to determine internal training needs.

They appreciated how easy it was to use [eSkill Author](#) to create customized employment assessments. All they had to do was choose questions from [eSkill's test library](#), add their own questions, and validate the questions and answers. They realized this would save them a lot of time because they could create tests to meet their specific needs.



The Results

Once they implemented eSkill Talent Assessment Platform™, the management team agreed that it was definitely worth the investment. They completed their annual competency testing efficiently and effectively and added many qualified employees to their ranks by using it for recruiting. They were able to hire over 70% of the candidates that passed the employment assessment. Many of those who were not selected because there was only one opening and multiple candidates applied accepted other roles within the company.

According to Candy King, Business Operations Manager for Kaiser Permanente of Georgia, eSkill was easy to implement, easy for the staff to learn, and has streamlined the testing process. "Using eSkill has helped us improve our annual competency testing process for frontline staff. We needed to enhance our employment assessment process for annual competency testing as well as hiring, and eSkill made it easy, convenient, and reliable. I am continually impressed by the results!"

Kaiser Permanente of Georgia is expanding rapidly. So, managers are looking at ways they can use eSkill for internal training, to identify knowledge "gaps" so they can develop customized employee development plans, and to expedite their onboarding process.



Candy King, Business Operations Manager, Kaiser Permanente of Georgia

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[Request a demo](#) to learn how you can leverage eSkill to improve your hiring process and reduce costs.