

# Case study: Using SOPHIA to standardise processes and support training

## Introduction

SOPHIA, our core platform, supports healthcare providers to protocolise care by enabling them to embed within their organisations a library of digitised, optimised SOPs ('standard operating procedures').

We used SOPHIA to improve consistency in processes and support training and onboarding of agency staff and new joiners, including administrators and clinicians.

The hospital group covers primary care, acute care, community care and mental health services across 21 sites.

## Challenges

The hospital group struggled with inconsistent processes across different units or sites, which was causing:

- ❌ Challenges in staff communication and collaboration across teams
- ❌ Inefficiencies in processes
- ❌ Inconsistent and time-consuming training
- ❌ Errors and duplication of work
- ❌ Delays in patient care due to differing protocols and workflows

## Solution

The organisation used SOPHIA to enable staff to create role or task-specific training materials, competency checks and orientation checklists.

- ✅ Access training material: for quick reference, to standardise a process or for embedding change
- ✅ Onboarding: Orientation checklist / SOP to be completed by all new joiners to your team
- ✅ Regular competency checks: Checklists and SOPs for competency checks (e.g. every 6 months)

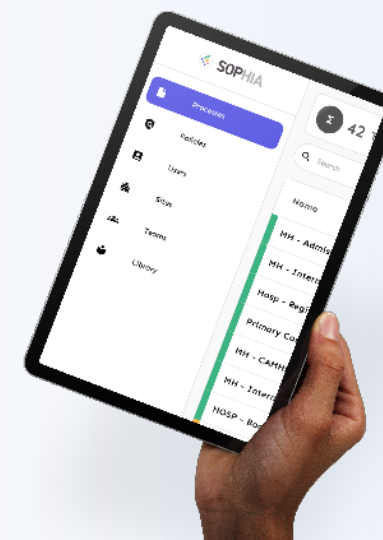
## Impact

SOPHIA has improved consistency and efficiency, providing staff with access to a dynamic repository of SOPs and checklists

- ✅ Comprehensive training for new staff, improving understanding of the IT systems and patient pathways
- ✅ Training time for new staff is reduced, benefiting team leads and members
- ✅ Easy embedding of changes and data requirements across teams



## Quotes



- ✅ "This platform is a massive efficiency boost for training. The work done so far has proven to be very useful- to me this is gold."
- ✅ "My experience with SOPHIA so far leads me to believe that it will be a much more productive and user-friendly way for us to provide instructional resources to staff"
- ✅ "We are seeing an increased need to roll out SOPHIA more widely with Medical teams not following the processes"