



Case study

Building sustainability through localisation programmes



Situation

To meet contract requirements, a client needed their medical staff to be local nationals, trained to meet internationally recognised standards. The UnitedHealthcare Global Medical Services team were engaged to create and implement a localisation program focused on the personal development of the Health Care Professionals (HCPs) assigned to the contract, identify their skill sets, as well as train and mentor them throughout the life cycle of the contract. Each program was designed around the skill set of the HCP and the individual scope of work for the position.

The program was rolled out in 3 phases, with regular two-way feedback given throughout the program:

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| Phase 1 | Assessment and initial training |
| Phase 2 | Ongoing mentoring and assessment |
| Phase 3 | Clinical practice and advanced certified training |

Outcome

- The HCP team gained internationally-recognised qualifications, skills, and experience to deepen their medical knowledge and increase the capability of in-country personnel
- The client fulfilled the local content requirement of their contract
- Strong, long-lasting relationships with the client and new HCP team members were developed and maintained for future growth opportunities
- Medical training resulted in a positive impact on the local community with individuals trained and certified to administer life saving treatments that also help advance their career options and earning capabilities.

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