

# INFOSYS WINGSPAN: BRIDGING THE SKILL AND CAPACITY GAP IN HEALTHCARE

## Disruptions in Healthcare

The healthcare industry is facing major disruptions in terms of evolving compliance requirements, rapidly changing technologies, and growing consumer expectations. These challenges are further compounded by a shortage of skilled healthcare personnel and the emergence of new health problems. To be future-ready, the healthcare sector must shift focus towards building a skilled workforce by:

- Developing a learning ecosystem to create a pool of industry-ready professionals
- Building a culture of life-long learning and skill development aligned with the career growth and well-being of employees
- Introducing specialized learning programs focused on improving patient experience by leveraging AI applications, digital healthcare, and hospital management to drive better business outcomes
- Continuously evolving the learning and development programs to help the workforce reskill, upskill, and be ready to handle healthcare disruptions
- Leveraging modern digital learning capabilities to manage learning delivery and experience driven by data and insights
- Digitally enabling the workforce to deliver borderless healthcare services



## Building a Future-ready Healthcare Workforce with Infosys Wingspan

Infosys Wingspan which is cloud-first, integrated with generative AI (GenAI) capabilities, is a versatile and holistic digital learning platform that facilitates continuous learning, re-skilling, and up-skilling for healthcare employees using gamification, analytics, telemetry, virtual training programs, and more. With Infosys Cobalt and Infosys Topaz learners have a streamlined process, making it effortless.

The platform provides a seamless blend of physical and digital ecosystems that can enable healthcare companies to scale their learning programs in order to keep pace with the rapidly evolving technology and business landscape.

## Core Tenets of Infosys Wingspan

Infosys Wingspan is built on 4 fundamental pillars.

<p><b>Make it convenient</b></p> <ul style="list-style-type: none"> <li>• Democratized, assisted, and self-paced learning</li> <li>• Anytime, anywhere, any device learning with online, offline, and accessibility options and AI-assisted semantic search</li> </ul>	<p><b>Make it relevant</b></p> <ul style="list-style-type: none"> <li>• AI recommendations for personalized learning</li> <li>• Content curation and aggregation for bite-sized and full-sized programs</li> </ul>
<p><b>Make it fun</b></p> <ul style="list-style-type: none"> <li>• Social learning with 'follow' and 'share' features</li> <li>• Gamified badges, contests, quizzes, and playgrounds</li> </ul>	<p><b>Make it matter</b></p> <ul style="list-style-type: none"> <li>• Digital skill tags, incentives, and opportunities</li> <li>• ROI insights for business leaders</li> </ul>

## AI-First Learning Ecosystem

The primary goal of Infosys Wingspan is to drive exponential learning outcomes at scale. To forge a future-ready workforce for your healthcare enterprise, Infosys Wingspan is powered by the following AI-based themes:

- Personalized AI Learning Assistant (Zoiee) to explain concepts and test learning outcomes. Zoiee is a true learning assistant providing encouraging messages and assisting users in learning through notes, additional explanations, and quizzes
- AI-assisted content creation for authoring and assessments to improve productivity as well as enhance the pedagogy. Generative AI capabilities enable automation of the content creation process such as course structuring, creation, and assessments

## Use Cases

While the features of Infosys Wingspan can be leveraged for a wide range of activities, here are a few use cases that can benefit the healthcare workforce:

- The skill-role framework/skill-based learning path helps establish transparency on career growth, provides opportunity for lateral movement, and caters to individual aspirations and ambitions
- The authoring tool feature provides flexibility to doctors and nurses to create and publish their case studies directly on the platform. The authoring tool also helps with knowledge management in terms of knowledge sharing, case study creation, and documenting processes that need to be standardized
- The platform helps employees keep track of their accreditations and training schedule
- The manager/management can identify skills and roles for team members and assign them on the platform to build cross-functional teams or build a workforce that is ready for career movement

## Benefits

Infosys Wingspan helps healthcare organizations accelerate productivity, makes learning enjoyable through social experiences, and amplifies human capital. With this platform, you can:

- Nurture talent within a multi-generational workforce
- Transform work through better collaboration between cyber-physical systems, agile cycles, and the convergence of design and technology
- Enable lifelong learning through focused re-skilling, partnerships with academia, and gamified learning paths

## Summary

For the growing Indian healthcare industry, embracing technological advancements is no longer a choice. Whether it is patient care/caregiving, patient management, procedures, documentation, or community service, the workforce is the first point of contact in healthcare. Focusing on overall development, career aspirations, and continued learning can help the healthcare sector be prepared for any future disruptions. A trained workforce is the key to meeting the needs of today's patients and healthcare consumers.

With Infosys Wingspan, you can transform, enable, and amplify the potential of your healthcare workforce.



Infosys has deployed Wingspan (known as Lex within Infosys) to certify 40,000 Infoscons using 300,000 learning resources in modular 40-minute learning sessions. To see how Infosys Wingspan can transform the talent in your enterprise, reach us at [wingspan\\_marketing@infosys.com](mailto:wingspan_marketing@infosys.com)

For more information, contact [askus@infosys.com](mailto:askus@infosys.com)



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