



Grifols Academy Synopsis 2016

26,450

Onsite Training
Hours

23,779

Online Training
Hours

6,227

GPO Training
Support Hours

In 2016, the Grifols Academy hosted more than 275 classes for 1,624 students. These courses included curriculum for our operations, quality, medical, and training programs, as well as leadership development and systems and technology.

4.5% increase in
participants
over 2015

6.0% increase in
training hours
over 2015

2016 was a record-setting year for online training completions due in part to the rollout of the Grifols Core Principles of Customer Service training.

In addition, the Academy added courses in Ethics, Business Writing, Error Prevention, and Workplace Confrontations to its online offerings.

1,593%
increase in completions
over 2015

Beyond its normal programming for 2016, the Grifols Academy also provided direct GPO training support via the Center Leadership Development Program (CLDP) and *Welcome to Grifols* programs. Through these two initiatives, the Academy on Wheels went into the field and provided training in ten states for 11 centers.

229 employees attended
the *Welcome to
Grifols* training

Academy Partnerships

Voluntary Accreditation

The Grifols Academy focused on the growth of its programming via a formal eLearning submission to ACCET-Accrediting Council of Continuing Education and Training. If awarded, this additional accreditation will enable the Grifols Academy to offer continuing education credit for our online training, as well as our onsite courses.

To accomplish this voluntary accreditation, the Academy team spent 100s of hours in modifying and fine-tuning the current online training modules to align them with the ACCET standard. This work was completed in addition to the new online modules that were released in 2016.

All told, the Grifols Academy has nearly 30 courses that Grifols employees can take online. Several of these online courses mirror the onsite offerings and are great options for employees to take to supplement their professional development.



College for America

The Grifols Academy continued its innovative partnership with the College for America by granting sixty new scholarships to GPO employees. These scholarships enable Grifols employees to pursue Associate or Bachelor degrees without **27** degrees earned since the program began in 2014 any out-of-pocket expenses.

University of Phoenix

Due to an articulation agreement with the University of Phoenix, Grifols Academy students can apply to have their attendance in Academy courses **89** courses eligible for articulation count toward their University of Phoenix degree programs.

California Board of Registered Nurses

In 2016, the Grifols Academy continued its partnership with the California Board of Registered Nurses to provide continuing education hours for Academy courses. This partnership enables Grifols nurses to apply these hours to their respective state associations as required for **1,110** continuing education hours earned in 2016 their licenses.

American Society for Quality

Since 2010, the Grifols Academy has partnered with ASQ to provide preparation training for students for the Certified Quality Improvement Associate and Center Manager of Quality/Operational Excellence certifications. In 2016, the Academy held a special onsite certification examination and test preparation day for Grifols employees. **41** certificates obtained in 2016



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