



# Case Study: RCPCH ePortfolio and CPD



**Industry:** Medical Education and Training  
**Location:** London, UK  
**Size:** 18,000 members globally.

### About RCPCH

Founded in 1996 and now with over 18,000 members across the world, RCPCH a major role in postgraduate medical education, professional standards, research and policy.

## Overview

RCPCH had been using a variety of disparate, legacy products and systems to manage their training programme, workplace-based assessment, multi-source feedback, continuing professional development (CPD) and exam result management. The systems were cumbersome, expensive to maintain and costly to change and improve.

Fry worked in partnership with RCPCH to create a platform that means that all previous systems can now be rolled into one flexible platform. The platform is now part of the Fry e-Assessment offering and is known as Kaizen ePortfolio. All data from the previous systems has been successfully migrated. RCPCH is now able to consolidate all their systems into one modern platform which enables them to save significant costs and administration as well as giving them full control of their training programme and CPD.

"I know that this system is as good as it is going to get"

- *Stephen Beglan-Witt*  
Training Services Manager  
RCPCH

"Fry has developed the system in such a way that it gives us more autonomy"

- *John O'Keefe*  
Assistant Director of Education & Training  
RCPCH

Live since	YoY cost savings on development alone	Users	Trainee data migrated
<b>2015</b>	<b>20%</b>	<b>35000</b>	<b>9000</b>

## The Challenge

RCPCH had various systems for managing the training, feedback, self-reflection, workplace-based assessment and CPD for its members. Many of these systems were old and expensive to maintain and develop further. The College's members work in busy hospitals often with little or no wifi or access to computers. Trainees and supervisors needed a modern system that would work offline and on mobile.

The College needed to consolidate its systems and needed much finer-grain control of their trainee and CPD systems. Previously, the College would have to engage existing suppliers for any changes that might be required. It could take several months of discussion and several more for implementation and testing. Also associated with this was significant cost and risk of over-runs and delay. Juggling data integration, project plans, vendors and internal stakeholders caused stress for the training team. The demands were ever increasing from users, stakeholders and management.

## The Approach

Fry already had a good working relationship with the College and had been a trusted partner for several years. Fry had also already developed a high stakes exam platform with another Royal College as a partner, which is now a successful product with over 40% of UK undergraduate medical students being examined using the platform. Fry proposed working with the College to create a state-of-the-art, flexible platform that would fulfil all their training and CPD management needs in one scalable, mobile-first, cloud-based, platform with offline capabilities.

Fry also managed all the migration of existing users and their data, a significant undertaking. Fry invested heavily in developing the product with RCPCH as the first customer, but always from a product development perspective so that the platform could be rolled out to other institutions and be flexible enough to adapt to differing needs.

## The Solution

Fry worked, in partnership, with the College training team and stakeholder groups such as trainees, supervisors, deaneries and local education training boards (LETBs). Workshops were held across the country to make sure that needs and pain points were clearly understood. In addition to this the stakeholder groups were closely involved at every stage of the product development. Fry also took steps to have informal discussions with other medical training organisations to ensure that the end product would be fit for them as well as the wider marketplace.

Rolling out the solution to so many users across the UK was never going to be an easy process. No matter how many roadshows and communications to users about the upcoming changes, many people will be too busy to appreciate what is going to happen. These are busy clinicians who are already under a lot of strain in their day-to-day jobs. Even with staged rollout there were always going to be issues that needed attention. The team at Fry worked very closely with the College team to make sure the process was as painless as possible.

"I like the the way it is easy to see on the curriculum page where you've covered areas and areas that need more attention."

"I am loving the new look and the search function is so much better."

"User-friendly, easily accessible, clearly laid out."

- Trainees  
RCPCH

"The Kaizen ePortfolio is truly helpful, easy to use and very informative... I am able to look at most information from the profile page, look at MSF, reflection, anything I want more info on. I am able to see how many WPBA a trainee has done. I am reviewing ePortfolios so much quicker, this has made an enormous difference to me: Thank you!"

- Judith  
Head of School

## The Results

With hindsight, the College and the Fry team agree that they both took on a very ambitious goal: to create a new product, migrate thousands of users from legacy systems, manage change within the College administration and to the daily lives of almost 35,000 clinicians as well as onboard users. Kaizen has been live since 2015 and some of the comments above show that it has been received very well by users.

The College now has a modern, flexible platform on which to manage trainees, supervisors and members. Everything is in one place. Bringing together activities such as supervision, assessments, self-reflections, exam results, continuing professional development into one portfolio enables a complete view of everything that members are doing and working towards.

The College can now configure Kaizen itself, rather than ask an external supplier to make changes. This means it can carry out quick and iterative changes to its forms and other data and can therefore quickly adapt to the needs of trainees and the College.

The College was one of the first to implement changes in its curriculum (in response to GMC guidelines) and was able to do so without any involvement from Fry. It was able to create a new curriculum and pilot it with a small group of users inside Kaizen before rolling it out across the entire user base.

Trainees like being able to use Kaizen on their own phones and pads whether they are online or offline so they have the freedom to access their data whenever they need to.

The College loves being able to build its own reports without having to ask Fry to do any development. This allows it to make changes to its configuration and instantly report on how that change impacts learning. Users love being able to use these reports on their dashboard whilst reviewing trainee portfolios.

The College is able to configure Kaizen for different user roles, which are also defined by the College. This means that it can control what dashboards and tiles each type of user might see.

The College is so pleased with the power that they now have with Kaizen that it has decided to move 5,500 members to Kaizen to enable them to manage their CPD needs. This means that the College can now easily and smoothly support lifelong training for its members, all in one place.

The College has agreed to work with the Fry team to incorporate an exams booking module within the ePortfolio system. Again consolidating yet another legacy system and reducing administration overhead and costs.

The Fry team has been delighted with the results and started rolling out Kaizen to other similar organisations. The platform is mature and, of course, the roll-outs are far simpler and quicker when you are not building the product at the same time!

The Fry team has continued to invest in building product features in response to users and the marketplace. This means the product is continually improved and the College, and other customers, are able to do more and more with less and at no extra cost. There have been almost 50 releases and updates since the first go live: <https://www.kaizen-hq.co.uk/roadmap>.

Now also used by:



## About Fry

Fry has been serving the education and medical sector for almost two decades. Our mission is to help improve and save people's lives through technology. Our products are helping to prepare doctors and healthcare professionals for the challenges they will face. Our customers span the globe. Over 40% of all undergraduate UK medical students are assessed using our products. Some of the world's top institutions trust Fry to deliver their high-stakes assessment, training and CPD. Universities such as: Imperial College, Edinburgh, Leeds, Liverpool and Cardiff. Several Royal Colleges in the UK use Fry's assessment products. All medical specialists in Canada will be assessed using Fry's products. Fry also has customers in the Republic of Ireland, Australia and Singapore.

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