

# Lily Hospitals' future looks healthier thanks to employee upskilling at Nexford

Lily Hospitals is a leading private healthcare network in Nigeria renowned for delivering exceptional clinical services. Established in 1984, they are committed to providing patient-centred, responsive, and technology-driven care across various locations in Nigeria to both citizens and foreign nationals. Their integrated health services range from fertility treatment and ophthalmology, to radio-diagnostics and laboratory services. The organization is dedicated to providing its patients with the highest quality affordable healthcare services, combining advanced medical technology with a compassionate and personalized approach to patient care.



## Why Nexford?

Lily Hospitals wanted quality affordable higher learning programs that would help it achieve its objective of business transformation by improving the management leadership skills of key stakeholders. This they anticipated would help propel the business forward and stand out from its competitors. The organization looked

at various solutions, but settled on Nexford because it was a one-stop shop with affordable rates, and provided ready-baked programs that it could just select and get the earmarked staff learning and upskilling on their own personal time, from the moment the partnership was established.




*"Healthcare is behind many other industries in terms of its business transformation, in Nigeria. At Lily hospitals, we've recognized this handicap, thus partnering with Nexford to train our clinical and corporate leaders and managers has become vital, enabling them to perform optimally as we seek to achieve the vision of our organization. Leaders transform an organization, while managers sustain it, and both can be made. The Lily-Nexford collaboration seems a good elixir for this. We remain committed to learning, and growing!"*

Austin Okogun  
CEO, Lily Hospitals Limited



## Key Points

With the Nexford solution Lily Hospitals was able to:

-  Employ high quality programs to upskill and retain top talent in the organization
-  Save money on online programs as they could be paid for in local currency
-  Get learners finishing their MBA in 12, 18, or 24 months based on their workloads



## The Solution

Lily Hospitals looked at a host of higher learning institutions, but after examining its curriculum Nexford became the front runner as it felt that the online university would address most of the issues that they faced in the workplace.

Improving its business management skill sets across key stakeholders in the business to make sure that those select individuals had a better understanding of how the business ran was top of the agenda for Lily Hospitals. In so

doing they hoped that these individuals would thrive in their jobs and make the organization more efficient and extremely profitable.

The Nexford curriculum helped Lily Hospitals put the newfound knowledge of its learners into action in double quick time to allow the organization to grow via their newly discovered understanding of budgeting and budget management, both of which were identified gaps in the business that Nexford helped fill.

## Solution advantages

The Nexford solution provided a very agile approach, in terms of the self-paced learning for employees that was born from an online model of learning. Now the workforce has been trained to run at the fast pace that the hospitals business strategy requires. Lily Hospitals also maintains that by reskilling workers, they were not only equipping them to excel in their jobs, but also allowing them to aspire to occupying better positions in the company. This they believe has been instrumental in an increase in employee retention.

## Future of the partnership

Lily Hospitals stated that it wants to continue working with Nexford to expand the scope of the collaboration. The organization believes that they have a business education partner that's the same age as themselves in the market. It wants to lean on Nexford to continue training its staff to retain them and ensure that they provide some kind of value thanks to their newfound knowledge and experience.