Tegria

Our Healthcare Client Stands Up Flexible, Blended Learning Pathways with Amplifire Implementation

Background and Challenge

One of our healthcare clients had been wanting a digital solution for Epic Training for several years. Their existing training model required more than eight hours of instructor-led classroom training and lacked flexibility in its structure to accommodate new hires with previous Epic experience. Due to the curriculum foundation and an urgent shift to virtual training delivery amid the pandemic, the team felt it was time to transform their training model.

Reductions in staffing, plus a shift to virtual training delivery during the pandemic revealed the urgent nature of their training challenges. Needing to quickly replace classroom training, the Education Program Managers (EPMs) created generic Epic Training recordings to continue training employees safely from home.

Our client wanted to effectively leverage technology to create a scalable training model, but their staff lacked the skill set and bandwidth to transform in such a substantial way. They also wanted to make the change sustainable and permanent so as to save costs and promote productivity across all their service areas.

Goals and Solution

According to Gartner research, implementing a flexible training program that meets individual learners' needs, with a focus on online and remote learning, is one of the top actions for maximizing clinician satisfaction. To reduce classroom time and the amount of resources needed to onboard staff, our client implemented Amplifire — an adaptive learning platform that effectively targets the training experience for both new and experienced learners and captures insights into individualized knowledge gaps, struggles, and misinformation.

Tegria provided Amplifire-certified digital learning experts to develop, customize, and launch a new blended-learning and coaching program, along with providing Amplifire author training to the EPMs for long-term sustainability. With the reporting and analytics tools available through Amplifire, our client's trainers could identify learners who needed extra coaching, and refocus their time to help those needing additional support.

connect@tegria.com   tegria.com

Outcomes

Our client's digital learning transformation and Amplifire implementation eliminated the need for classroom training (and associated costs) for about 80% of their new hires. The transformation has leveraged technology to provide a flexible, on-demand, customized learning experience, and reduced training time for end-users and trainers. With less content to maintain, EPMs can focus on coaching, remediating misinformation, and areas individuals struggle with comprehending.

Execution

Amplifire Design and Production Partnership

Tegria provided experienced Amplifire-certified authors to work with their EPMs to customize the existing Epic Amplifire courses. Amplifire content was developed to reflect our client's Epic workflows and build—including realistic and targeted questions, answer choices, learning, and imagery. These authors organized and managed the EPM, subject matter experts (SMEs), and informatics team to gather feedback and final sign-off on the content. The inclusion and collaboration with SMEs and informatics lead to a strategic, updated upproach to Epic training. The collaboration improved the training workflow and material understanding.

Upskilling for Sustainability

The consultant team guided and supported eight EPMs through design, production, and implementation of the project, as well as their Amplifire certification process. They also mentored an EPM to become the Amplifire expert to take ownership of authoring and production processes for their future courses.

Implementing a Flexible, Self-Guided Training Program

Tegria and Amplifire worked with the client to replace existing training with a new, comprehensive blended training program that defined specific learning paths and communication styles for individual learners. They also included self-guided exercises, customized Amplifire courses, digital content, and targeted coaching follow-ups. This work was done for 12 courses, ranging from one to four modules each, based on roles.

11,000

With Amplifire, over 11,000 instances of CHM (confidently held misinformation) were identified and remediated.

18,600

With Amplifire, more than 18,600 instances of uncertainty were identified and remediated.

84.5%

Average time to complete training is reduced by 84.5%, which generates revenue by allowing more time for patient care

Reports and analytics are available at an individual learner level, which allows trainers to focus on learners who are struggling

The table below includes the new training courses developed with specific learning pathways and modules.

Course Name	#of Modules	#of Questions	#of Learners	Avg. Completion Time (mn)	Previous Learning Time (mn)	% Reduction in Learning Time
AMB Clinical Support	3	76	150	142	480	70
AMB/ORD Provider-Hybrid	3	89	8	49	240	80
AMB Provider	2	36	47	30	240	88
Anesthesiologist	2	48	5	40	240	83
ASAP Nurse	2	42	21	45	720	94
ASAP Provider	1	27	10	32	240	87
ASAP Tech	2	31	22	42	150	83
IP Nurse	4	86	203	101	840	88
IP PCT/CTA	1	29	101	53	480	89
IP Provider Medical Specialist	2	56	102	39	240	84
IP Provider Surgical Procedural Specialist	2	40	38	30	240	88
IP Provider OB GYN	2	32	5	47	240	80

1 Hakkennes, S. (2021, February 1). Healthcare Provider CIO Top Actions for 2021: EHR Optimization [PDF]. Gartner.