

# On the Leading Edge – A Successful Early Transition to All-Digital EHR Training

## Background and Challenge

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A Midwestern academic center making a comprehensive push to become a leader in digital EHR training started small. They took on one rollout project using digital learning at a rural Community Connect partner, and since, they've used the knowledge and tools gained during that project to expand digital learning to all areas of their EHR onboarding training—with a true partner alongside.

## Results

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**184**  
new lessons

**31**  
revised lessons

**45**  
assessments

↑  
provider satisfaction  
using asynchronous,  
autonomous training

## Solution

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Our customer realized they could improve the efficiency of training, bolster trainee engagement and retention, reduce the cost of training, and increase provider satisfaction by implementing a comprehensive digital learning strategy across their EHR training program. They also saw value in transitioning to a fully digital training methodology due to the growing need for flexible training opportunities requested by their customers, the varied geographical locations of their growing Connect sites, and ongoing cost and resource constraints making traditional training delivery more challenging.

### Producing a Lot of Lessons

Having selected Captivate for e-learning lessons and Powtoon for microlearning videos, the client required support to employ these new tools. Tegria stepped up to help lead the development, production, and deployment of lessons, from Provider Fundamentals to role-specific lessons throughout the clinical and billing areas. During the 15-month engagement, our team created a total of 184 new lessons, 31 revised lessons, and 45 assessments.

### Producing Quality Lessons, Quickly

Through collaboration with our team, the client developed and implemented a process that reduces the time required to take a lesson from request to publication.

This process helps instructional designers decide on the ideal format (e-learning or microlearning) and understand the likely workload required for each lesson. New templates increased the efficiency of the creation process and gave lessons a more consistent and branded look and feel.

Because digital learning creation tools require deep expertise to use them effectively, Tegria worked with the client's training and optimization analysts to begin creating a self-guided e-learning developer onboarding course. This course would teach new instructional designers and training team members how to create high quality, consistent lessons so the client can maintain and even expand their digital offerings over time.

### **Producing Effective Lessons That Are Fun and Accessible**

The client discovered during this project that digital learning increases both learner engagement and satisfaction. By incorporating gamification principles into e-learning lessons, they motivated learners to practice Epic workflows in a simulated but realistic format. The learners, many of whom were caring for patients or working remotely, appreciated asynchronous lessons and noticed the increased consistency across trainings.

## **Outcomes**

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### **Go Live with Confidence**

For two years the client has focused on converting all their onboarding training to digital learning, and the benefits have been remarkable. Their training team can now more quickly respond to learners' needs and produce more consistent and effective lessons, digitally.

In addition to the results shared at the outset, here are a few outcomes:

- Increased provider satisfaction by using asynchronous, autonomous training
- Gamified lessons piloted across clinical and revenue cycle, and plans to roll out more in future curriculum
- Consistent, branded, look and feel



My work with the team has enabled our e-learning team to make tremendous strides in our program. Their ability to define problems, determine its cause, prioritize, and select solutions has made a tremendous impact during their time. With their work, our eLearning process has become more efficient and set me up for future success. Their guidance, support, and mentorship enabled us to accomplish numerous projects, conversions, and templates.

—Senior Training and Optimization Analyst