

Case Study – Physician to Physician EMR Training & Implementation



Client:

Nationally ranked Top Academic tertiary care hospital with unique needs with more than thirty multispecialty ambulatory clinics going live across multiple sites in the state.

The Challenge :

- Train 1,200 Physicians and residents not including nursing and ancillary staff. The heterogeneous nature of the hospital representing multitude of specialties and residents including academic research continued to this unique challenge. The plan called for training all the providers within a month's time for all practices to get ready for a big bang go live.
 - Physicians concerns regarding implementation of electronic medical records (EMR) being increased time spent trying to learn and use the new system, the related decreased in time and rapport with patients, challenges with new work flows. The new paradigm shift in the health care world continues to challenge organizations just as it did for our client.
 - Recognizing early in the process that the biggest impediments are inadequate support and training that sometimes cannot be mitigated by the current performance incentives and mandates. Installing an advanced EHR but also training physicians on the related knowledge to use those functions and the understanding on use of EHR functions. Academic faculty reservation that EHR would distract from learning environment and patient care and the need of more time.
-



Our Solution: Customized boot camps for Physician Super User ensure a successful adoption and best use.

- ✓ Innovative physician led physician super user and user training.
- ✓ Specialty specific patient dummy encounter based training to stimulate real world workflows.
- ✓ Optimize templates during training reducing the impact during Go-Live.
- ✓ Provide critical knowledge transfer from Physician to Physician through lessons learned at similar academic centers.
- ✓ Flexible schedules including weekend and late evening classes.
- ✓ Extra classes including basics of computer for users that needed more training to enhance their EHR experience
- ✓ Identify higher functioning physician super users and lead them thru extra levels of customized training.

Results : A **successful EMR adoption.**

- ✓ An excellent integration of EPIC EMR into a teaching environment and enhanced physician-to-physician and physician-to-patient communication.
- ✓ The intense training and super user program paid off with a successful big bang Go - live with minimal disruptions to practice, return an even higher productivity, and improved patient care.
- ✓ Giving patient access to their own health information via mychart and with the right training to use the platform led to an improved physician-patient relationship.
- ✓ Was able to keep client budget constraints under control while maximizing training resources and physician support.
- ✓ Post Go-Live metrics showed physician usage and productivity well beyond client target.
- ✓ Eligible to qualify for Stage 1 Meaningful use requirement.

