



**NARUG: North Atlantic Regional
User Group 2018 Conference**

Using Mobile Technology and
Micro-Learning to Transition Provider Education
from Classroom to Blended Learning

Training Challenges Within a Healthcare Organization



- Traditional classroom training cannot keep up with the rate at which technology is advancing.
- Attention spans are drastically shrinking! During classroom training, the learner's peak energy level is during the first 8 minutes. After 20 minutes there is a noticeable drop. After 60-120 minutes, alertness completely collapses.
- 80% of in-class training will be forgotten in 3 months. 90% will be forgotten in a year.

- The average time it takes educators to create 1 hour of classroom training is 43-185 hours.
- Healthcare providers do not have the time for in-class training. It is a challenge coming up with ways to get providers to attend classroom training, especially a group of providers to train at one time.
- New employees coming from out of state, have trouble traveling for training purposes, making the challenges of moving and beginning a new job more stressful.



Utilizing Mobile Learning & Micro Learning for Provider Training on Your EMR Platform

- Your team will receive the most up to date, comprehensive training; packaged into concise and engaging content.
- Content that is relevant, easy to understand, easy to consume and available on phones, tablets and desk tops.
- High level training at your fingertips with content, videos, resources and competencies.
- Providers have the ability to train on the custom created EMR mobile app anywhere, anytime.
- The content is available as often as needed to train for the first time or to simply refresh their training in any area the provider feels necessary.
- New employees can train prior to their first day. Training modules specific to your organizations workflow will speed up onboarding and decrease employee turnover.



The MedPower Process

The initial build for LifeBridge took approximately two weeks.

MedPower worked on-site to create the training videos side-by-side with two Cerner educators.

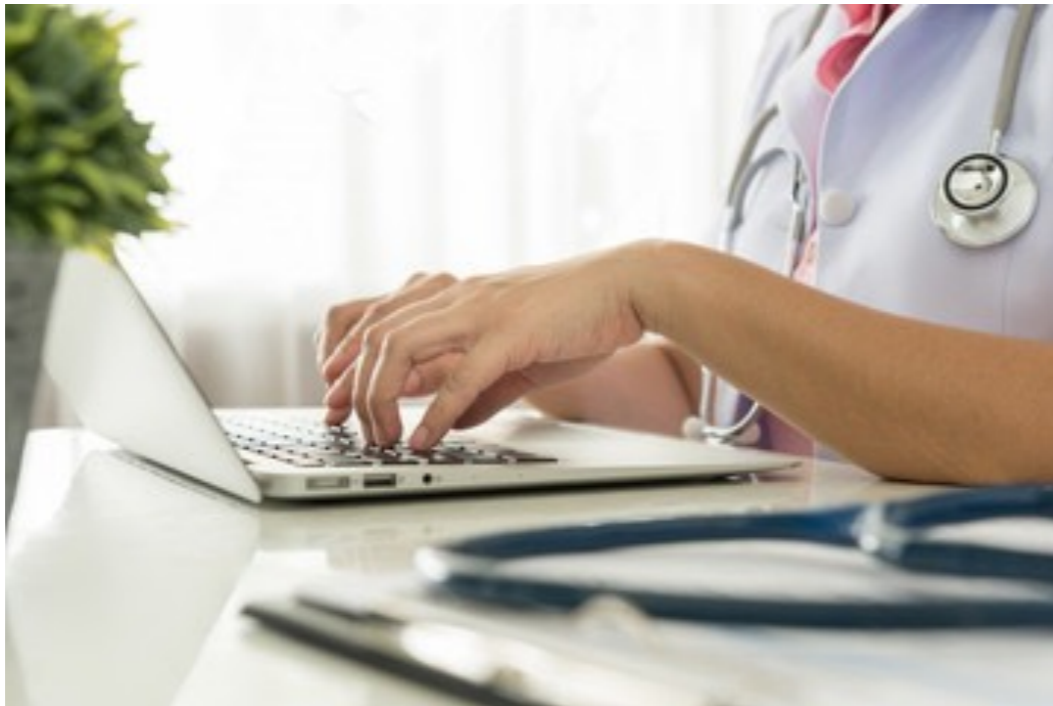
The next phase took approximately three weeks.

MedPower created 160+ videos for LifeBridge's review. The videos were edited by the educators and sent back to MedPower for modification. MedPower began building the modules while LifeBridge adjusted placement of videos and checked for audio and visual clarity.

During this time, several administrators were trained on the video making software. Those trained can now successfully create additional videos needed to update or add to the Cerner library of content. Send them directly to MedPower and within days, receive new videos to add to the Cerner modules.



Training New Functionalities on an Organizations Platform is Important!

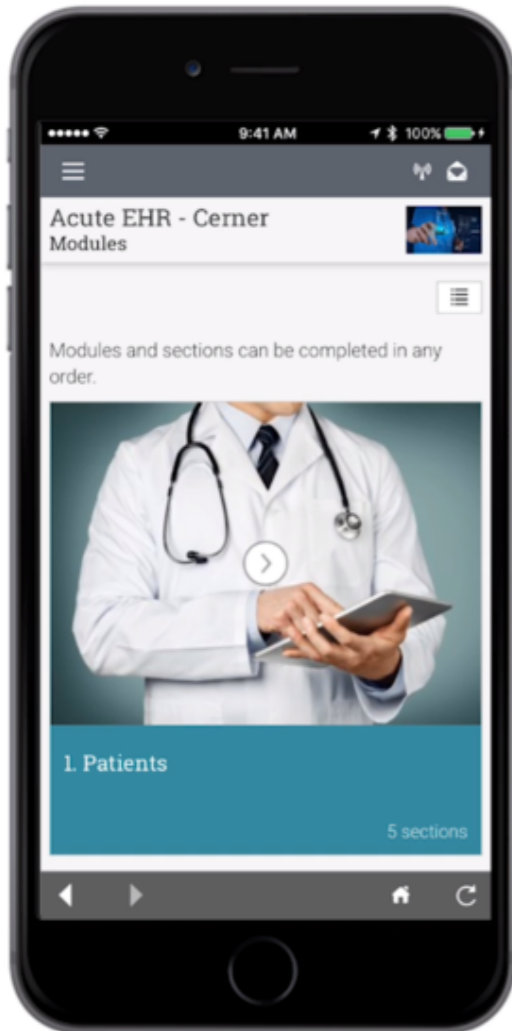


EMRs systems change quickly, which means training your provider on these changes must happen quickly. Classroom training makes this difficult, but with MedPower, you can alert your staff to the changes immediately and they can review the changes anytime, anywhere on any device.

When LifeBridge's external transcription service provider for Dragon, encountered a breach in security, LifeBridge was able to provide training videos to 150+ providers within 24 hours and utilize all educator resources at-the-elbow support of Dragon dictation software.



MedPower Brings Traditional Classroom Training into the Digital Age



Because of MedPower's mobile training platform, LifeBridge was able to cut 650+ hours of in-class education down to approximately 250 hours. Freeing up 400+ hours in the computer training rooms for other programs.

This is a 64% reduction for in-class education in the first year of LifeBridge teaming up with MedPower.

These hours do not take into consideration, the time it takes educators to prepare for the in-class training.

The average time it takes to create 1 hour of classroom training is 43-185 hours.



Monetary Savings are Significant for an Organization

Educator resources for 400+ hours, equates to a full-time position for 10+ weeks.

The resources needed to create in-class training would also equate to a full-time position for much longer.



The cost of MedPower's portal and services is significantly less than the resources and money needed to prepare, schedule and follow through with traditional classroom training.

LifeBridge Provider Satisfaction

- **93% feel it is an effective training approach for learning the EMR functionality**
- **91% reported no difficulties accessing the online modules**
- **93% claimed navigation of modules was very intuitive**
- **97% felt that the curriculum did not need to be expanded upon**
- **96% felt they were ready to find patients, enter & modify orders and medications, complete depart/discharge process and manage their message center.**



Testimonials

“Very nicely explained and the frequency of cursor motion and the commentary was the same, which makes it easy to understand and follow.”

“Very clear and comprehensive”

“Flowed well, clicking on the next button took me sequentially through the course”

“The online modules were helpful to explain the details, and I found it very helpful to have time in the classroom as well to ask specific questions”

“Great! It gives the option of asking questions in person”

“Online training plus hands-on is a great combination”

The Future for LifeBridge & MedPower



2018

- LifeBridge will be adding Ambulatory Support Staff positions to MedPower
- This staff will be used for the conversion of Carroll Hospital Center from Paragon to PowerChart (600+ providers = 2,400+ hours of training that we will not need to provide in-class education resources (educators, computers, rooms)

2019

Nursing staff will be transitioned

Beyond 2019

- Conversion of Union Hospital from current EMR to PowerChart
- Possibility of transitioning education for documenting inpatient hospital acquired conditions

