



Epic Training Solution

The Challenge

- Providers, Caregivers and other clinical staff need to be educated on the 2009 Epic system.
- They need to be trained on the productivity and usability enhancements in a cost-effective and efficient manner.
- Workflow interruption is a large concern for Franciscan Alliance.

The Solution

- An **introductory Captivate Training Simulation** to provide concise, accurate and timely delivery of critical changes and enhancements.
- Two separate simulations: one targeting Providers and another aimed at Caregivers.
- The simulations covered: The new Visit Navigator Section: Meds and Orders--- providing one-stop access to numerous critical medication and orders procedures, The Epic Button---building a favorites list and providing quick access to activities and tasks, Mini Tabs---allowing for rapid navigation between the clinic schedule, In Basket and other workspaces, Chart review---new preview and sidebar panes, The More Activities button---presenting easy access to additional tasks, Progress note enhancements---copying previous notes, ROI, HPI and PE, Improvements to the Dx and Problem List in Order Entry---additional functionality

The Results

- Using the Captivate Training Simulations, local Franciscan Alliance clinic trainers and other personnel were able to **disseminate the Epic Spring 2009 Ambulatory updates to their staff in a timely manner with minimal disruption of clinic workflow.**
- Additionally, all users were given access to the presentations via the Learning Compass. This multi-functional training approach resulted in **speedy end user adoption with a relatively short learning-curve.**
- Providers and Caregivers were able to be productive, while continuing their focus on providing superior patient care. The training technique was so successful that it was also used to **document the rollout of MyChart** with similar results