The Arch Collaborative

a KLAS initiative

Virtual Training Platform Enhances EHR Education

In facing the challenge of frequent upgrades and enhancements, Baylor Scott & White Health uses uPerform's platform to keep their clinicians' training content up-to-date, relevant, and accessible.

Cost to Implement

0 - No Cost
$ - Onetime Cost
$$ - Budgeted Cost
$$$ - Board-Approved Cost

Implementation Timeline

0–6 Months
6–12 Months
12–24 Months
2+ Years

Program Goals

- Optimize EHR education for all Epic users at Baylor Scott & White Health
- Make educational resources readily available for quick access
- Help ease learning curves as quarterly Epic upgrades arise

Organizational Outcomes

- uPerform users rate ongoing training 11 percentage points higher than nonusers
- uPerform users' Net EHR Experience Score is 12.9 points higher than nonusers' score

Collaborative-Verified Best Practices

- Ongoing EHR Education

Keys to Success

- Stand up a training team that creates training content
- Deploy content in different forms that are brief and direct so that end users can easily and quickly understand and adapt to them
- Use different formats for onboarding and ongoing EHR education
- Ensure that education is aligned with relevant clinical workflows for upgrades
- Allow clinician end users to learn on the job when they need information

What Baylor Scott & White Health Did

uPerform provides a centralized, on-demand training solution for your applications. It ensures your content reaches end users, builds proficiency, and increases satisfaction with the software. Baylor Scott & White Health (BSW Health) has been live with uPerform since 2018. To understand the impact of uPerform's training platform on BSW Health's clinicians, the Arch Collaborative separated out BSW Health's latest measurement data by the people using the uPerform platform and the people not using the platform. Providers at BSW Health saw a significant increase (11 percentage points) in the agreement between users and nonusers of uPerform that their ongoing training is effective.

When asked whether the platform is useful for their clinicians, BSW Health agreed uPerform is helpful to the providers who use it. Currently, the software is available to all clinicians, but not all the clinicians are actively using it. Once an individual takes the time to familiarize themselves with the platform's layout and navigation, they will benefit from the learning materials offered in uPerform.

BSW Health needed to deploy uPerform quickly to meet the needs of an EHR go-live. They knew their go-live wouldn't be successful without adequate training. BSW Health had to manage a lack of trainers and programs to support their end users' education and faced a tight go-live timeline, which accelerated uPerform's deployment.

One benefit of uPerform BSW Health cited was that it was good for new providers. uPerform allowed those providers to do their initial EHR education from home rather than an in-person classroom. BSW Health also releases quarterly content on the platform with information about upgrades and enhancements. When clinicians at BSW Health are in the middle of a patient encounter, they're able to use hot keys (like F1) in Epic to help them understand how to complete quick tasks and get back to patient care. Those hot keys help clinicians access their resource hubs, access their learning libraries, and do searches for role-based support in uPerform.

BSW Health is beta testing new functionality through uPerform. BSW Health is working on a change-communication module that will allow BSW Health to communicate with all their clinicians more effectively about applicable changes within Epic.

It should be stated the uPerform team is very engaged with BSW Health. uPerform is very receptive to feedback from BSW Health, and the vendor tries to turn that feedback into tangible actions and results on the platform.

BSW Health would not been nearly as successful with uPerform without the efforts of their training and informatics teams. More than 50% of the content uPerform hosts within their education platform was built by BSW Health's team of 50–60 principal and credentialed trainers.

To add new content, the team focuses on Epic's quarterly upgrade enhancement cycle. Team members review upgrade notes and evaluate new enhancements and their impacts on end users. They assign particular tasks to different members to take content and create recordings and tip sheets. They also update their new-hire training. That training then goes back to the principal trainers for review before being sent to another team who evaluates it for alignment with internal style guides before making it accessible to end users.

Beyond their principal training team, BSW Health has informaticists who also have a positive impact on training. Those informaticists actively gather feedback from end users, and that feedback allows BSW Health to get very specific information to help their end users.

EHR education is multifaceted, and no single approach has proven to be perfect. BSW Health uses their training team and informaticists to adopt technology to improve the training experience for their end users.