uPerform

White Paper: Driving ROI

The Business Case for a Digital Learning Platform in Healthcare

Electronic health record (EHR) systems have not lived up to their potential to improve care or reduce costs, despite decades of effort and billions of dollars of investment globally[1]. An Arch Collaborative Study in 2019 collected extensive feedback from tens of thousands of users across multiple EHR systems. In their large dataset, the single greatest predictor of user experience is how users rate the quality of the EHR-specific training they received[2]. They conclude that if healthcare organizations offered higher-quality educational opportunities for their care providers, many of the current EHR challenges would be eliminated.[3]

Historical EHR training development and delivery practices contain inefficiencies throughout the process, which has led to poor training outcomes. From the initial creation of quality content, to the maintenance and administration of materials, to performance support and role specialization, many training solutions are inadequate and cumbersome for users and authors.

A comprehensive digital learning platform can have an immediate and demonstrable impact on the successful adoption of EHR systems. Aspects of a successful digital learning platform include easy integration with the EHR system and capabilities that extend across the full training lifecycle. When staff can access training within the EHR application itself, they save time learning while also becoming proficient much faster and with less dependence on support staff. A complete digital learning platform also decreases time clinicians spend in training, and allows the company to reduce its reliance on instructor-led training which creates substantial cost savings.

Based on the ROI analysis, an average healthcare network with 10,000 EHR users would see a payback in 7.8 months and generate a ROI of 397%.

Hobson & Company, a research firm focused on Return on Investment (ROI) and Total Cost of Ownership (TCO) studies, worked with uPerform, a best-in-class digital learning platform, to explore these impacts. The goal of this white paper is to highlight examples of operational and business benefits that can be realized with uPerform. Research consisting of 6 in-depth interviews with customers found that the uPerform solution addressed customer challenges and delivered measurable results with a high return on investment.

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[1] Soumerai SB, Mahjumdar SR. 2009. A bad $50 billion bet. Washington, DC: The Washington Post
[2] Thieme, Georg. Local Investment in Training Drives Electronic Health Record User Satisfaction, May 2019:
   https://www.thieme-connect.com/products/ejournals/pdf/10.1055/s-0039-1688753.pdf
[3] Sittig DF, Improving the safety of health information technology requires shared responsibility: it is time we all step up

Learning Management Challenges

Customers interviewed noted that there are consistent challenges with historical training processes and learning development. Below is a list of some of the most universal concerns.

Time spent creating and maintaining learning content

Creating learning and performance support documents for clinicians and staff without a complete digital learning platform is a difficult process for authors and administrators. To create individual training courses often requires multiple documents, programs and authors. Older systems do not allow authors to create multiple formats for different styles of learning (e.g. tip sheets, simulations, and videos) from a single recording. As a result, the document creation process is time consuming and it is difficult to ensure that the documents are accurate and consistent over time.

Improving the speed to proficiency for end-users of the EHR solution

The quality of the learning and support documents affects how quickly end-users achieve proficiency on the new system. Since supporting documentation is not contained within the new system, users must go into other systems to find the information they need. Once they find the information there is no guarantee that it is the latest version, or there may be discrepancies between two documents for the same learning objective. It is very difficult to maintain every document in every form (e.g. simulation and tip sheet) and centralize the deployment of documents without the functionality that a robust digital learning platform offers.

Customers identified benefits of moving to the uPerform learning content management and distribution system in the areas of increasing operational efficiencies and improving end-user proficiency.

Increase Operational Efficiencies

Save time for authors and administrators

uPerform provides content development features that help authors and administrators save time and speed up EHR rollouts. The system captures screenshots, actions, and keystrokes within the targeted application. This recording is published in a variety of formats to satisfy different learning styles. uPerform also includes templates to enforce document standards.

Customers interviewed reported the potential for:

↓ 50%
REDUCTION in time spent authoring and administering content

> "The last time I saw a healthcare team present on their training materials, it took the team two years to convert their Epic training for physicians– that's only 50 courses. And we've done 150 in under a year."
>
> – Senior Training Manager, Healthcare System

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Reduce expense of instructor-led training

By creating learning that is accessible virtually, at moment of need, in multiple locations and formats, uPerform reduces the expense of travel, classroom rentals, and instructor salaries.

Customers interviewed reported the potential for:

↓ **40%**

REDUCTION in instructor-led training cost

> "We have seen a reduction in cost of instructor led training – salaries only – of $288K in just one portion of the system. If you look at 100 learners per week, that's a savings of $2.4K per learner."
>
> – Senior Training Manager, Healthcare System

Reduce time away from job for learners

The uPerform solution enables clinicians and staff to learn on the job, at the moment of need, through a combination of features. In-application simulations provide context-based learning at their fingertips. Content is relevant based on roles and requirements, and available on multiple platforms and devices. A centralized document repository allows for access to training content from any location. Collaboration functionality lets users share best practices and get notified automatically when content changes.

Customers interviewed reported the potential for:

↓ **45%**

REDUCTION in time away from job for learners

> "We have had a 61% reduction in time spent on training versus what we were doing before we moved to uPerform. We used to have 4-8 hours of learning for 4 different courses. Now it's down to more than half that."
>
> – Senior Training Manager, Healthcare System

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Increase End-User Proficiency

Reduce end-user time spent searching for content

The uPerform system provides one location for all learning content. It has a highly customizable and user-friendly interface that provides support content that matches a role, department or specialty, and allows for easy searching. In addition, uPerform allows users to save documents as favorites to reference later, search using keywords, and share and download materials at ease.

Customers interviewed reported the potential for:

↓ 15%
REDUCTION in time end-users spent searching for content

> "The biggest change for us is integrating content into the application, so the user has it where they are working."
>
> – Digital Learning Lead, Healthcare System

Reduce number of help desk calls

uPerform provides role-based help directly within the workflow of mission-critical software applications, including the EHR, to equip users to answer their own questions through just-in-time help. It also facilitates collaboration among authors, reviewers, and end-users to create more effective support materials for staff.

Customers interviewed reported the potential for:

↓ 40%
REDUCTION in the number of help desk calls per year

> "We have had a reduction in training related calls by about 50%. We were having 4-5 calls a day and it's down by half."
>
> – Digital Learning Lead, Healthcare System

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Improve user adoption of mission-critical software

uPerform accelerates learning and improves user adoption of the EHR and other software solutions. For example, it notifies staff of procedural changes. It also tracks user proficiency by role and enables managers to see who has completed training to proactively manage learning. uPerform ensures access to consistent content and enables staff to work and receive support with just-in-time content delivery as new features and applications change.

Customers interviewed reported the potential for an INCREASE in adoption of mission-critical software each year

"The biggest benefit using uPerform is to be able to make and maintain your content across the enterprise and have a proficiency continuum for your employees – you can take a user from a novice to an expert."

– Senior Training Manager, Healthcare System

Healthcare organizations increase value-based reimbursements

For Healthcare organizations, uPerform can facilitate compliance tracking to ensure reimbursements are made in full. By enabling more efficient and consistent learning, uPerform improves end-user adherence to mission-critical software and governing regulations. Procedural changes are highlighted, and completion is tracked by role and employee ensuring easy visibility to compliance. With these features, compliance for an organization can improve dramatically, leading to increased reimbursements for value-based contracts with government and private organizations.

Customers interviewed reported the potential for an INCREASE in value based reimbursements

"We were sometimes having reimbursement withheld or reduced by a percentage point each time because of low compliance. Now we can track and improve our rates."

– Digital Learning Lead, Healthcare System

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In Summary

The value of a best in class digital learning platform such as uPerform is immediate and demonstrable. Organizations faced with the challenges of clinician frustration, workaround errors, and the cost of instructor-led training can begin to solve them by developing end-user mastery of the EHR through effective user adoption, high-quality training, and just-in-time learning opportunities.

Measureable value.

Reduce Clinician Time in Training	Enhance User Efficiency	Decrease Training Costs	Simplify Content Production & Maintenance	Decrease Help Desk Costs
↓	↑	↓	↑	↓
Reduce time away from job for learners by **45%**	**15%** gain through faster information access	**40%** savings in instructor-led training	Speed up authoring time across multiple systems by **50%**	**40%** reduction in help desk calls

Based on independent interviews conducted by Hobson & Company with ANCILE customers.

Contact a member of the uPerform team for your personalized ROI analysis detailing the applicable uPerform sources of value to your organization.

About ANCILE Solutions
uPerform from ANCILE Solutions is used by more than 4,600 global customers, including half of the Fortune 100. uPerform drives user adoption of more than 200 of the world's leading healthcare and business applications, through support for onboarding, continuous learning, process compliance and change management. Independent customer interviews have shown that uPerform can: reduce authoring time by up 50%, reduce classroom time by 30 to 70%, cut help desk calls by a quarter, and improve the efficiency of users by up to 16%, by giving them faster access to relevant information.

About Hobson & Company
Hobson & Company helps technology vendors and purchasers uncover, quantify and validate the key sources of value driving the adoption of new and emerging technologies. Our focus on robust validation has helped many technology purchasers more objectively evaluate the underlying business case of a new technology, while better understanding which vendors best deliver against the key value drivers. Our well researched, yet easy to use ROI and TCO tools have also helped many technology companies better position and justify their unique value proposition. For more information, please visit www.hobsonco.com.

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