uPerform

M HEALTH FAIRVIEW

M Health Fairview leverages uPerform to support Epic users through upgrades and workflow changes

M Health Fairview, a non-profit health organization in Minnesota, chose uPerform® from ANCILE Solutions to support its hybrid learning strategy. The platform's content creation and easy-to-use on-demand functionality proved invaluable to the healthcare organization when a sudden pivot to online training became necessary. It now forms the basis of a modern digital learning environment that is fit for the future.

M Health Fairview is a non-profit, integrated health organization based in Minneapolis. It was formed in 2019 as a collaboration between the University of Minnesota, University of Minnesota Physicians, and Fairview Health Services, to work on medical breakthroughs and deliver them to patients through its hospitals and clinics. M Health Fairview runs 12 hospitals, including the University of Minnesota Medical Centre, around 50 primary care clinics, and many specialty services.

The challenge of EHR adoption
M Health Fairview's management team knew a scalable solution would be needed to consolidate training across the organization. They selected uPerform to solve the technical component of their hybrid training strategy before COVID-19, but when the pandemic quickly escalated, it became clear adopting this digital platform would need to be accelerated.

"We were already on track to shift to a hybrid model of synchronous and asynchronous training," says Derek Harley, Learning and Development System Manager, "but we had been planning to do that over 18-months and we had to do it in seven days!

"Once we kicked off our uPerform implementation, we were able to supplement our e-learning modules with material we created in uPerform and turned into tip-sheets and videos and simulations in easy-to-use formats. And that will be our strategy going forward."

uPerform swaps generic tip sheets for personalized learning
uPerform is a best-in-class content creation and in-app learning platform used by more than half of the Fortune 100 companies and healthcare systems in the US and Europe to train and support users on the world's leading healthcare and business applications.

ANCILE

ANCILE Solutions partners with hospitals to address the challenges instructor-led training and traditional in-person support pose to healthcare systems – including high training costs, EHR usage and compliance issues, and low clinician satisfaction.

profit health provider, HealthEast Care System, which runs several hospitals and clinics in St. Paul, Minnesota. M Health Fairview is moving all its sites to a single instance of Epic to consolidate technology, processes, and procedures across the entire organization.

"The uPerform Learning Library gives us a central repository for all of our learning collateral, so with one click out of Epic our users can get all of their learning materials from one central platform."

uPerform enables IT departments, training teams, and subject matter experts to rapidly record lessons, guides, tips, and other content, and make these available to users through any online device. Epic® users can access role-specific training content from uPerform at the click of a mouse – directly while using the EHR. Harley outlines some of the benefits of the system educators and users at M Health Fairview have experienced.

"The uPerform Learning Library gives us a central repository for all of our learning collateral, so with one click out of Epic our users can get all of their learning materials from one central platform. This makes our materials more accessible, and we can focus them on our users' end-roles or the department they are logged in from.

"Before we deployed uPerform we had scattered learning modules and a big library of tip-sheets. But if you went to the library, you just saw this big list of tip sheets that might or might not apply to you. Now, we are giving you content relevant to your role and even the context of what you are doing in Epic."

Supporting Epic rollouts and upgrades
In 2019, M Health Fairview merged with another non-

The consolidation project requires HealthEast staff to transition to the M Health Fairview instance of Epic, as well as M Health Fairview outpatient staff transitioning from another supplier's IT system to Epic.

uPerform is supporting this 'double upgrade', and critically enables Harley and his team to create learning materials from the instance of Epic they will be using. "Prior to having uPerform, we had no simulation software such as Captivate or Storyline," he says, "but now we are using this platform, we have the simulation tools we need, which helps users practice what they want to learn more easily."

With uPerform, the M Health Fairview training team can tailor their materials to the needs of end-users. Bobby Zarr, ANCILE Solutions' Senior Director of Healthcare Strategy, adds: "During an upgrade, it is easy to overwhelm users with the sheer volume of content required, even though most of it is not relevant to an individual user.

"So being able to pinpoint the right content to the right users reduces that noise. Instead of having to go through course after course or look through document after document, you just need to look at what is right there."

ANCILE

Significantly reducing traditional classroom training

M Health Fairview's training teams created a hybrid model of learning and support underpinned by uPerform. Now they cannot imagine going back to purely classroom-based learning.

"A couple of years ago, I would not have thought we could do technical training in a virtual environment," Harley acknowledges, "but here we are doing just that - and I don't see us going back to the classroom. The way we are going to make our processes better is through developing more meaningful content with uPerform."

Harley has lots of ideas, from curating 'out of the box' Epic content in a single repository, to helping his organization handle system updates more effectively, to delivering 'careerful' training to staff who have been using Epic for years, to giving users access to the Learning Library via mobile devices.

"Recently, uPerform released an update enhancing use of the Learning Library on a mobile device, and it is amazing because it puts content in the hands of end-users at home," he adds. "They can check out content on their iPad or cellphone. I think that is where the future of learning is right now. Giving end-users short bites of content when they need it, in a way that works for them."

Supporting the new ways users want to learn

Harley, who trained as a broadcaster and moved into designing eLearning courses and Epic training, is excited by new developments. He suggests as users increasingly inhabit a world of Google searches, YouTube videos, and social media advice in their everyday lives, that same self-service behavior should be reflected in their professional training and learning.

For example, uPerform users are more likely to use the search feature to find what they need rather than browse through folders. "If you think about everyday life, that is how you do it," he says. "I start putting something together in my house, and the second I get stuck, I hit that YouTube search bar, and that is what our users are doing as well. They want to do a quick search, one and done, and hit that content."

Harley reflects on what he has discovered in developing a hybrid learning strategy. He advises other healthcare organizations to 'challenge their old assumptions' about classroom training. He thinks investing in upskilling teams and equipping them with software such as uPerform will enable healthcare providers to do things differently.

"Finally, believe. This is something of a self-fulfilling prophecy. If you don't believe you can develop a great digital learning program, you probably won't. But if you believe you can, you probably will. And uPerform supports that.

"It will go a long way in helping you to deliver a digital learning strategy, to create content quickly, and to distribute it centrally. You can put it in the Learning Library, but if you want to put a link right in the workflow, embed it in the navigator, embed it in the virtual personal assistant, you can absolutely do that."

Find out more:

To hear more thoughts on digital healthcare training from Derek Harley and Bobby Zarr – including why TikTok is a great source of learning inspiration – access a podcast hosted by Becker's Healthcare by clicking here.

Learn how uPerform helps healthcare organizations tackle the challenge of electronic patient record adoption by visiting our website or contacting us.

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www.ancile.com • info@ancile.com • +1 855-426-2453