uPerform

GUNDERSEN HEALTH SYSTEM®

CASE STUDY

GUNDERSEN HEALTH SYSTEM

Reducing onboarding time with a digital and consultative approach to Epic training

Gundersen Health System, a physician-led, not-for-profit health system, serves a 22-county area in Wisconsin, Iowa and Minnesota through their main teaching hospital, a Level II trauma center with 325 beds, six Critical Access Hospitals, over 60 clinic locations and other affiliated entities. Gundersen's nearly 10,000 employees work every day to enhance the health and well-being of the community while enhancing every life.

Pioneering a new model of Epic® training
As a user of the Epic electronic health record (EHR) system since 2007 with over 8,500 active users to train and support, Gundersen was aware of the challenges traditional training methods pose to health systems. "Our training methodology prior to uPerform was 100% stand-and-deliver for new hire training. It was very labor-intensive and was not scalable to our organization's growth," says Shari Vanderbush, Clinical Systems Manager. Gundersen continued to grow through affiliate acquisitions, and the training team needed to scale support for both onboarding and quarterly Epic upgrades. "That became a huge challenge for us. We started looking at ways we could become more efficient

in the work, and when COVID-19 arrived, it became apparent we needed a new approach to support a digital learning environment."

Gundersen accelerated its transition to digital learning, turning to uPerform for help. "The biggest benefit that we saw with uPerform was that it integrates with Epic for recording content and getting our end-users the content via Epic," says Polly Berendes, Advanced Training Consultant. "We thought it would make us a bit more agile."

Reducing Epic onboarding time by 66% with uPerform
Despite being at the height of COVID-19, the Gundersen training team made the switch to digital learning in just two months, creating over 100 courses to support the onboarding of their latest affiliate, Gundersen St. Elizabeth's Hospital and Clinics in Wabasha, Minnesota. While it took time to strategize and prepare to move to a digital learning model, Gundersen quickly witnessed the fruits of their labor. Previously, the instructor-led approach for new hospital nurse training took 12 hours. That same course, utilizing

uPerform

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

the new proctored-lab approach with the support of a digital learning platform, is completed in just four hours.

One of uPerform's biggest differentiators is its content delivery engine. "With the software, you can branch courses," adds Polly Berendes. "We made a surgery course for clinicians where they can pick the application of Epic they use within the course, and based on their

The digital training model allows Gundersen to utilize its trainers more effectively, by sharing course loads across trainers and combining different new hire roles into a single training lab, freeing up time to help with other projects. The training team utilizes the additional time creating new material for teams without dedicated trainers and updating courses to keep up with Epic rollouts and upgrades.

> ## "The support from uPerform has been really amazing and has made the journey go so much better for us."
>
> — Shari Vanderbush, Clinical Systems Manager, Gundersen Health System.

choice, they get the education they need – that's huge." Each course can be customized to meet the needs of the learner, including only the content relevant to their role, specialty, or department – eliminating time spent in redundant or irrelevant lessons. "Before it would have taken two trainers several hours to work one-on-one with a clinician, and now it's done with a simple click of a button."

A more agile and impactful training model

With uPerform guiding learners through a standardized curriculum, Gundersen's trainers can focus on being a consultative resource for personalization and customization of the EHR. "When clinicians take the digital training, they still have the camaraderie with other clinicians who are there. We take scheduled breaks and discuss things," says Polly. "We provide at-the-elbow customization and personalization, which we have found is the most beneficial time spent with clinicians. They have told me many times that this model is so much better than sitting through an eight-hour class."

Supporting the new ways users want to learn

The flexible scheduling and virtual hosting of courses allow clinicians to work at their own pace, complete training when and where its most convenient, and eliminate the inefficiencies and costs associated with in-person training. "We have a tri-state radius with over 60 clinics and six Critical Access Hospitals," says Bethany Poellinger, Advanced Training Consultant. "Now those folks don't need to travel here to get a stand-and-deliver class. We offer virtual or in-person labs staffed by a trainer, or they can take training at their department. Not only did it save us time and money, but it saved our colleagues from having to drive up to two hours into town, three days a week, to complete New Employee Orientation."

But what happens after training is complete? "It doesn't end there," adds Polly. "We know four hours of Epic training isn't going to give them what they need in six months. It must be able to be revisited." With the uPerform Learning Library, clinicians have access to their

past trainings and can refresh their knowledge weeks or months into their new role, after they've had time to become more familiar with the scenarios and workflows used day-to-day.

The future of uPerform at Gundersen
The ongoing success experienced with uPerform gives Gundersen the confidence to expand its program to offer integrated, in-application help to its Epic users. They are currently building a learning home dashboard that directs users to their "Enlighten Me" Learning Library, powered by uPerform, where users can search on-demand for the help they need, access the answers they need to complete their task, and get back to patient care faster.

The Gundersen team isn't done winning over the support of clinicians who rely on the help desk. They are preparing an internal marketing campaign to promote the benefits of uPerform. "If users need help, they don't have to pick up the phone or wait until tomorrow." says Polly, "They can press F1 on their keyboard and have access to all of the tools and resources specific to their role."

Learn more
Discover how uPerform helps healthcare organizations tackle the challenges of EHR, ERP, and HCM training and support by visiting our website or contacting us.

uPerform

uPerform is changing the way software training has traditionally been conducted for health systems. Our digital learning platform prepares and guides organizations through rollouts, upgrades, and procedural changes for applications like Epic, Cerner, Infor, MEDITECH, Workday, Oracle, SAP, and ServiceNow with tools supporting the creation, management, and delivery of training content. Learn more at www.uPerform.com.

Contact us: info@uPerform.com +1 855-426-2453.