uPerform

Supporting Clinicians at Every Stage of the Epic® Lifecycle

uPerform and an LMS are complementary in the learning technology stack. The LMS is great at formal training paths and especially compliance-based content. uPerform facilitates application learning and end-user proficiency by providing content on-the-job and even in the workflow.

What is a Learning Management System (LMS)?

Facilitating the formal development of clinical skills

An LMS manages traditional training and online eLearning for organizations, including compliance and mandatory formal training. Course catalogs can be included to group training into categories and curriculums. After users complete their learning paths, an LMS can issue certifications for successful completion. To track progress, an LMS includes tests and surveys to track knowledge. Finally, an administrator can use the reporting functionality in an LMS to track curriculum completion, scores, and compliance training.

What is uPerform?

Improving user productivity and proficiency of mission-critical IT systems

uPerform is a digital learning platform that meets the needs of end-users today with on-demand, bite-sized content retrieved easily in the flow of work, changing the way software training is conducted for health systems. uPerform prepares and guides clinicians through rollouts, upgrades, and procedural changes for applications like Epic, Cerner, Workday, Oracle, and ServiceNow with tools supporting the creation, management, and delivery of training content:

- **Creation**: Rapid content creation functionality increases authoring efficiency enabling a sustainable hybrid learning model.

- **Management**: A single training library, centralizing content from various sources including Epic, Captivate, and Microsoft Office files, guarantees help is found and consumed quickly.

- **Delivery**: On-demand micro-learning educational materials available in the workflow ensure content reaches end-users, building proficiency and increasing satisfaction with the software.

How does uPerform differ from an LMS?

Formal vs. Informal Learning Opportunities

According to the Ebbinghaus curve, as soon as people finish training, they begin forgetting what they've learned. While an LMS provides a proven mechanism for online training, it does not offer the learner any ongoing support once formal training has completed. In the absence of support while on the job, the lessons learned in training are eventually lost, users tend to

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under-use and misuse applications, and the adoption of your mission-critical IT systems is at risk. uPerform supports learning opportunities that extend beyond formal training by providing in-workflow help to facilitate on-the-job learning, increasing user proficiency and reducing dependence on support staff.
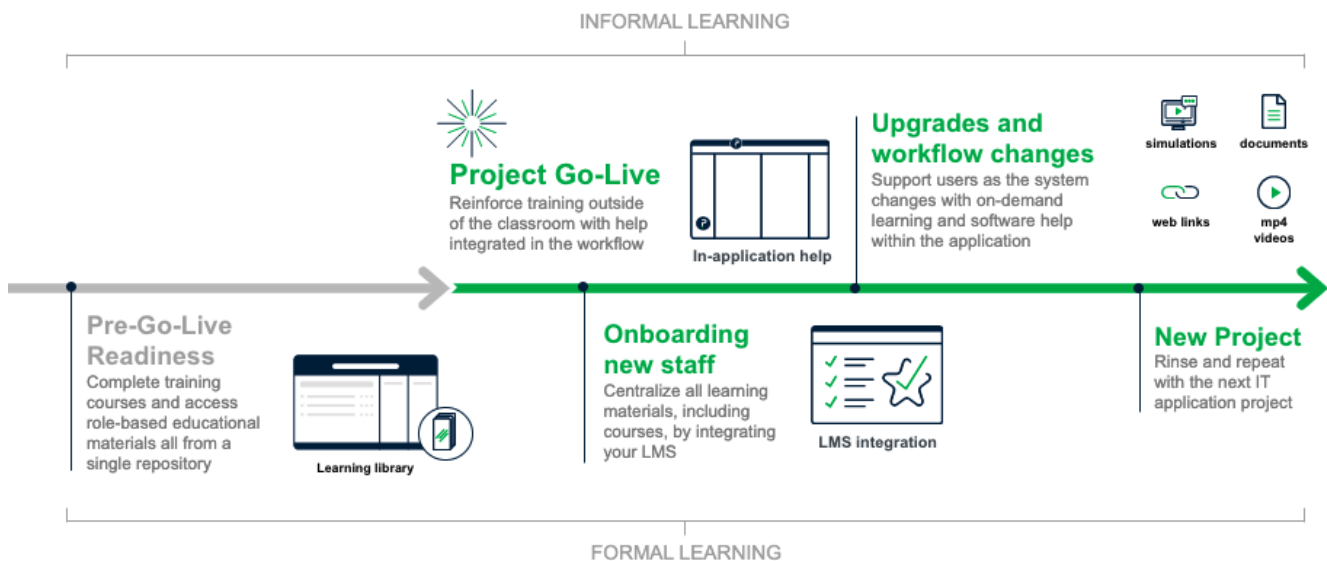
Feature	Description
Providing on-the-job support within the application	uPerform's Epic integration, available on the Epic App Orchard, launches support content from within Epic, presenting clinicians with learning content relevant to their role, specialty, and specific location in the system. This in-application help delivers answers to their how-to questions at their moment of need, reducing calls to the help desk and dependency on super users. Create better Epic users and increase satisfaction by offering help directly in the flow of work.
	An independent study has shown that users spend 15% less time searching for the help they need when using uPerform in-application help.
Dynamic Learning Home Dashboards	Training teams commonly link Learning Home Dashboards directly to LMS courseware, which eventually leads to dozens, if not hundreds, of dashboards needing to be maintained manually.
	uPerform help content can be integrated into the Epic F1 command function, help button, and end-user 'help' searches within Epic. When an end-user activates any of these options, Epic launches a dashboard component that can be customized to include role-specific content from the Learning Library, providing users additional access points to support that help drive adoption and use of the system.
Offering ongoing reinforcement of initial training	While initial Epic training is essential to its deployment, it is inevitable that users will struggle to remember how to complete tasks after the system goes live. uPerform in-application help answers the subsequent how-to questions while reinforcing initial training, which increases user proficiency of the system over time and reduces user dependency on super users and the help desk. Offering help at the user's moment of need reduces the likelihood of under-use, misuse, or users seeking unapproved alternative methods to complete their tasks.
Satisfying differing learning styles	Content published in the Learning Library is available in multiple formats to suit numerous learning styles and preferences.

Education teams benefit from a full learning content development, management, and distribution platform that increases operational efficiency and reduces training costs.

Feature	Description
Generate and edit learning content in a variety of formats	With uPerform, authors can create training and support content for all your IT applications in typically half the time it takes to use other tools such as Microsoft Office or Adobe Captivate. These tools do not support single-source authoring, which enables content authors to publish help materials in many different formats, whereas a single recording using the uPerform recorder automatically generates multiple content outputs such as step-by-step documentation, interactive simulations, and videos with voiceover. Making updates to the content to account for a software update is easy. Simply make updates once to the original file and publish changes across the variety of content formats.
Leverage subject matter experts to create content	With the uPerform recorder, creating content is as simple as a user recording performing a task in the application. Maximize content production by utilizing personnel who know the system, processes, and procedures best.

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Obtain insight on which users accessed help within Epic, when, and in what area of Epic	uPerform's analytics engine provides real-time insight into user engagement and content effectiveness. With detailed canned and custom reports, administrators have access to data regarding users, content, and usage, empowering them to make informed decisions to continuously grow and evolve their training program and identify knowledge gaps and intervene accordingly.
Enforce corporate documentation standards and branding for published content	uPerform offers configurable templates that ensure the proper corporate standards are automatically enforced for all content published by the authoring community.
Simplify the management and distribution of content from a single repository	The content you create and content you've gathered from other sources is easily curated and managed using uPerform. Training teams can track and manage their full library of training materials, including version control, within a single storage repository. Whether created or curated, all content is quickly found and consumed by clinicians in the uPerform Learning Library using Google-like searches, videos like YouTube, and subscription features like favoriting and following content. Epic SSO support ensures a seamless transition between Epic and uPerform without requiring users to enter separate credentials.

Delivering Value Throughout the Epic Lifecycle

Before Go-Live

- **Eliminate Content Silos**: Simplify new hire and go-live Epic training by centralizing LMS courses, step-by-step procedural documentation, and other supporting assets in the uPerform Learning Library, creating one place to go to for all formal and informal training needs.

- **Save Time by Reusing Existing and Epic Content**: Why create content when you don't have to? Reduce the burden on your training team by quickly consolidating all your learning assets from various sources, including Epic, in a single repository. Our Epic partnership includes an Epic LMS Agreement, allowing us to host Epic content such as WeLearnings, Tip Sheets, Quick Start Guides, It's Possible & What's New videos.

- **Use The Tools You Want**: uPerform supports the upload and use of Captivate, Articulate, and many other formats of content, so use the tools that suit your training team's needs and preferences.

- **Reduce Classroom Time**: Virtual training reduces the valuable time clinicians spend in instructor-led training and allows clinicians to complete their training at the time and place that works best for them. Infirmary Health, a health system in the United States, eliminated one full day of Epic training for nurses with uPerform.

During Go-Live
- **Provide 24x7 At-The-Elbow Support**: When formal training has completed and clinicians find themselves stuck trying to complete a task, provide them answers to their how-to questions at the click of a button with uPerform in-application help. Within Epic, clinicians have access to tip sheets, simulations, and videos specific to their role, department, and specialty, from any device.

After Go-Live
- **Reduce the Burden on Your Help Desk**: With access to consumable help information on-demand, clinicians will have the help they need, reducing the total number of calls to the help desk.

- **Offer On-Demand Skill Development**: Access to uPerform online learning helps clinicians build their knowledge base and improve their Epic skills by revisiting courses or how-to content on a cadence that works best for them.

Releasing Upgrades, Customization, and Procedural Changes
- **Accelerate Content Creation and Updates**: Speed up content creation and updates by up to 50% following an agile model with the uPerform app recorder by recording once and automatically generating learning content in multiple micro-learning formats.

- **Refocus Training Team on Strategic Initiatives**: With the time-savings that uPerform provides, education teams can repurpose training resources on more strategic initiatives or other IT projects.

uPerform Works with Your LMS

uPerform integrates with your LMS system to provide a single system to manage all your learning content. Users access courses and complete assessments directly from uPerform, creating one place to go to for all their formal and informal learning needs. Contact us to learn more.