New Hire to Best Hire

Helping Nurses go from EMR Novice to Expert
Agenda

• Introductions
• Infirmary Health [IH] organization overview
• Student Nursing per semester
• Nursing Results
• Lessons Learned
• Future plans and Q&A
Dr. Claudia Reed is Clinical Educator, Simulation and Clinical Coordinator for Infirmary Health [IH] and Adjunct Professor in Alabama. She oversees a large team of Nursing professionals and the intake of Student Nurses drawn from many local colleges and universities.

Dr. Reed has over 15 years of experience in Nursing, learning and development in corporate settings that span healthcare and technology. She holds a Master of Science in Nursing, and a Doctorate in Nursing Practice, and serves on multiple advisory councils and boards including the University of South Alabama College of Nursing.
INFIRMARY HEALTH SYSTEM: YESTERDAY & TODAY

1896
Community-based campaign begins

1910
Original Mobile, AL Infirmary opens

2016
800,000 patients each year
700 Physicians
5200 employees
4 acute-care hospitals,
3 rehabilitation hospitals,
3 outpatient facilities
30 medical clinics
Initial EHR System Project Results

• 858 Physicians, 100,000+ training events completed in less than 10 weeks
• User needs average of 6 hours to complete all necessary training
• Training qualifies for six (6) hours of CME credit
What else was utilized?

- Quick Start Guide
- Tip Sheets
- Mobile Apps
- Sidekick
- LifeCareU
- Haiku/Canto
- Videos
- 30 Minute In-person Orientation
- uPerform
Key Takeaways

• 500-600 nursing students trained each semester on effective EMR use
• Operational efficiencies gained through proper use of EMR
• Training eligible for CME credits
• IH use local Nursing talent from Colleges to replenish staff attrition
Nursing Results

“Students were able to navigate through the EMR system efficiently and effectively with very little guidance. This enabled us to focus the majority of our time and energy on hands-on patient care. The online learning provided to the student is an invaluable resource.” Pat Overstreet, RN, nursing preceptor/mentor

“uPerform has provided an opportunity for students to interactively learn how to use the EMR system. The result is a seamless transition to practice, enabling students to provide efficient, safe, and quality patient care.” Dr. Claudia Reed
Methodology

“To effectively and efficiently train hospital staff on multiple platforms, processes and applications, including our EPIC EMR, uPerform is the only way to go, as the 3 ways of learning: Kinetic, Auditory & Visual, are all perfectly covered by uPerform.”
- Bobby Zarr, Infirmary Health

“We have expanded beyond our employees and EHR to over 15 IT applications in a secure environment on mobile devices.”
- Eddy Stephens, CIO, Infirmary Health
Measure to Increase Operational Efficiency
Before uPerform, nurses had to print patient records prior to the nursing students’ shift. To ensure data privacy and HIPAA compliance, the nurses were then required to monitor the students while they reviewed the records. With uPerform, both nurses and students are trained on how to properly use the EMR to find information and ensure compliance. The result is greater efficiency and better patient care.

Agree on The End Game
The ultimate benefit of providing nursing students with accessibility to innovative learning is that it contributes to the seamless transition from novice to independent nurse. The online learning provided establishes a positive foundation that the student nurses can build upon to enhance their knowledge base, improve their confidence, and impact their patients’ outcomes. Providing online learning resources has an additional benefit: cost savings for healthcare organizations by reducing time and cost spent in delivering classroom training. In today’s complex healthcare environment, focusing on nursing retention and performance is essential for providing cost-effective, safe, quality care.

Look at What’s Next
Incorporate changes to enhance the current courses and adding new courses to ensure patient safety and maintain required competency.
• Moved from go-live to adoption to optimization faster than expected
• Built non EHR EPIC uPerform Courses in under 3 weeks
• 1 new hospital [ Atmore ] live under time & budget, including 300 new nurses
• Train over 500 nursing students per semester (accredited)
• 2 major go lives + 12 new clinics in 2016
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