Swedish Medical Center Implements Dynamic Training Solution for Migration to New EHR

ImageSource®

SWEDISH

ORGANIZATION

Swedish Medical Center
www.swedish.org

INDUSTRY

Healthcare

SOLUTION

Content Management

CHALLENGE

› Train an entire healthcare organization on a new Electronic Health Records system

› Identify and separate training roles, goals and objectives at SMC

› Collaborative creation of training material, pulled from large volumes of raw information provided by EHR

› Manage 900 individual pieces of training documentation

› Create individualized manuals for 90,000 training hours

› Administer content updates system-wide

KEY BENEFITS

› Fully customized training manuals for 5,500 workers in 120 distinct job roles

› The implementation of an essential platform for collaboration and workflow

› Training material updates are immediately available across all training instances

› Substantial time savings in assembling training manuals

› Infrastructure in place for future content management initiatives

PRIOR TO THE IMAGESOURCE SOLUTION, CONSTRUCTING A SET OF TRAINING MANUALS TOOK STAFF A TOTAL OF 48 LABOR HOURS. THE SAME PROCESS CAN NOW BE DONE IN THREE HOURS WITH ONE STAFF MEMBER.

In migrating to Epic, a comprehensive Electronic Health Records (EHR) system, Swedish Medical Center faced a monumental challenge—training more than 5,500 workers in over 120 distinct job roles in multiple locations. This would equate to 90,000 training hours organization-wide.

One of the largest healthcare organizations in the Pacific Northwest, Swedish Medical Center (SMC) serves over 750,000 patients each year. Driving the decision to move from a primarily paper-based environment to Epic enterprise-wide, was the desire to improve efficiencies, and thus quality of patient care.

The successful conversion to Epic requires training across many different skill sets. The individuals championing the migration realized there was a substantial task at hand in compiling separate training materials detailed for each care professional using the EHR system.

ImageSource was entrusted with helping SMC overcome this challenge. Their recent success with designing and developing a previous Epic system solution for the organization established ImageSource as the solution provider of choice.

"We had developed the concept of utilizing content management tools to solve our training needs, but we needed the knowledge and expertise of a seasoned team to bring the conceptual ideas into reality," said Annabaker Garber, PhD, RN, Clinical Information Systems (CIS), Education Manager of SMC. "We were very impressed with the workflow efficiencies and user-friendly options offered by

the first application, and looked forward to realizing the same benefits from the training solution."

Training 5,500 Employees on EHR System

Over a thirteen month period, SMC would need an efficient way to create, manage and prepare materials, and to train employees. The 120 different roles requiring targeted training include nurses, physicians, PTs, OTs, transporters and X-ray technicians, among others.

With five out of seven employees needing training on the new EHR system, many have overlapping training needs. Yet, each role has specific requirements. The training department faced the challenge of creating and managing over 900 separate documents shared in unique combinations across the varied roles. This complex business problem would require a dynamic and reliable solution.

The business objectives were:

› Enable collaboration on the creation of training materials

› Versioning and workflow to facilitate approval/rejections and editing

- › Reduce labor for content management
- › Increase processing efficiency during the content development cycle
- › Increase efficiency by providing automated training material updates
- › Simple end-user interface for producing customized manuals

Training Solution Designed and Implemented in Four Months

To solve these objectives ImageSource utilized Oracle's Universal Content Management (UCM) system, already in place at Swedish. This flexible, robust and scalable system provided the infrastructure and toolset to support the ImageSource solution. The integration optimized the process for generating training material, including version control, management of content, and efficient manual production.

> **THIS INNOVATIVE AND FRESH APPROACH TO TRAINING FOR EPIC ENSURES THAT EACH CUSTOMIZED MANUAL IS RELIABLY ACCURATE AND UP TO DATE.**
>
> – Nancy L. Richards, CDIA, CRM, Swedish Medical Center, Clinical Information Systems, Document System Architect

SMC had just begun the process of converting the raw training material provided by Epic. That content had to go through creation, review, approval and future updates. ImageSource utilized UCM to provide secure storage, document versioning and workflow to streamline this critical business process.

"Version control allows me to see the version I'm using, who made the last changes, who approved it," said Garber. "As information evolves, the system allows me to efficiently update manuals across the board."

Another critical piece of the solution was the RGO Master Database (Roles, Goals, and Objectives) implemented by ImageSource. This database contains vital information about the relationships between functional roles (employee positions) at SMC and the related training goals and objectives.

The final step was the creation of a custom form created by ImageSource within Oracle UCM. This user-friendly tool allows the training department to pull needed documentation together,

with appropriate roles, goals and objectives, to construct fully-customized training manuals for each position.

Custom Training Manuals Created in Minutes

When a manual is needed, the user simply goes into the Oracle UCM form and chooses a role from a drop down list that accesses the RGO Master Database. The user determines the goals and objectives for that training session and arranges the content in the presentation order desired. To complete the process, the user selects the option to apply a cover sheet and table of contents for a fully-customized training manual.

"Being able to build manuals on the fly and make adjustments to the content creates efficiencies with real value. Because the system is always up to date, I'm able to assemble content for a manual in about two minutes, saving an enormous amount of labor," shares Garber.

Return on Investment

Substantial time savings have been realized in assembling manuals. Prior to the customized Oracle solution, constructing a set of training manuals took six people more than 8 hours each, for a total of over 48 staff hours. The same process can now be done in three hours with one person.

The automated and accurate ImageSource solution has reduced the personnel needed to laboriously maintain numerous pieces of ever-changing content.

"ImageSource has optimized each step of our business process using world class technologies, making them a very valuable business partner," states Garber. "They consistently provide custom solutions that are robust, yet always user-friendly."

Implementations like the one provided by ImageSource provide a platform so the rest of Swedish can improve the way they do content management. It is powerful enough to also support Web Content Management at SMC.

Looking to the future, Garber adds, "With the advanced ImageSource solution, we now have an infrastructure in place to move the whole organization forward."

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