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Impacts of EMR Training on Clinician Adoption, Proficiency and Satisfaction

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Introductions



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67% of the EMR experience is attributed to the individual user and organization

Stakeholder Impact on Net EHR Experience Score†

Percent of variation in satisfaction that is attributable to each EHR stakeholder; all Collaborative respondents





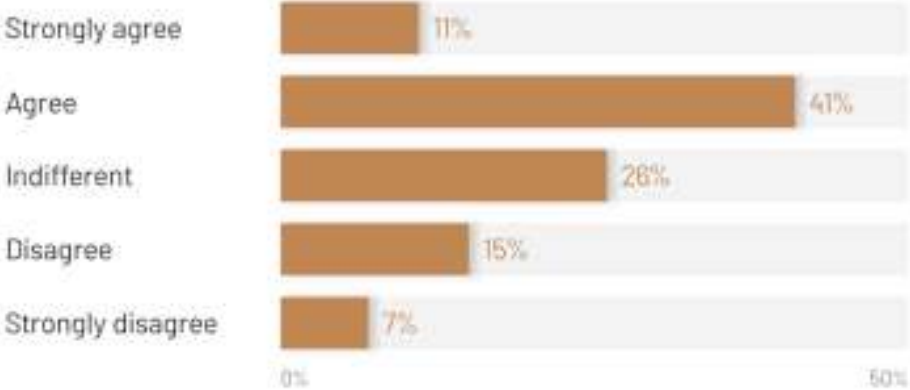
**Is EMR education
something we should
be concerned about?**

EHR Training Represents Significant Opportunity for European Health Systems



Level of Agreement That EHR Training Is Sufficient

Clinicians at global health systems (n=28,937)



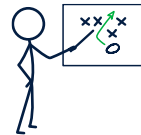
Based on "[Global EHR Satisfaction 2022](#)" impact report published by KLAS Research Arch Collaborative on May 11th, 2022.

KLAS Research: Clinician Satisfaction



KLAS Data

#1 metric most correlated to EHR satisfaction is **enables efficiency**



Organization

Simplify, reduce clicks

Provide **workflow-specific education**

Empower clinicians to take responsibility of their EHR experience



Individuals

58% of clinicians **want more, effective training**

Taking advantage of training **can pay dividends in time saved**

Based on "[Key Drivers of Clinician EHR Satisfaction](#)" impact report published by KLAS Research Arch Collaborative on March 3rd, 2023.
Based on "[Clinician Training](#)" impact report published by KLAS Research Arch Collaborative on September 6, 2019.

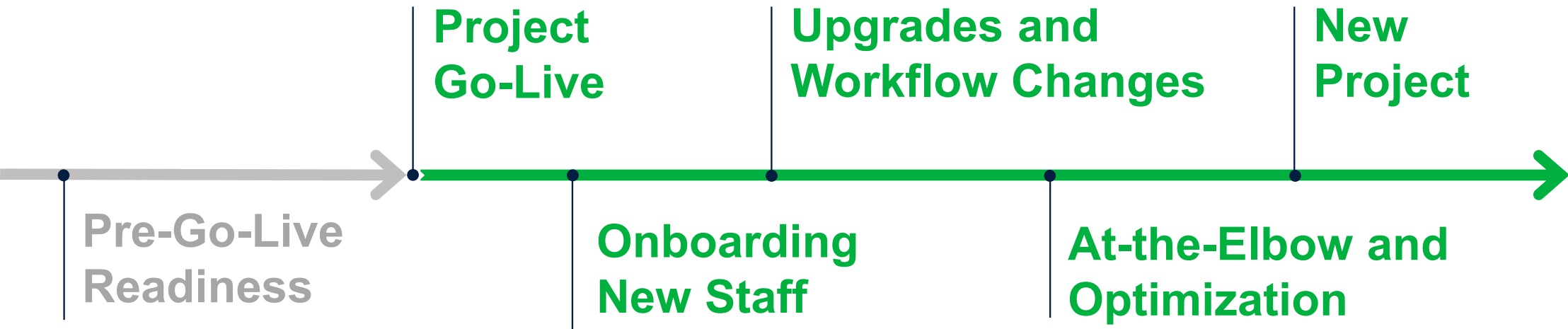
Focus On and Fund What Matters

- ✓ Training
- ✓ Infrastructure
- ✓ Clinician Engagement





EMR training doesn't stop at implementation





So, what *are* health systems doing to improve EMR training?

Increasing EMR Satisfaction and Proficiency



Increase overall EMR satisfaction

Baylor Scott & White Health uPerform users had a **12.9-point higher Net EHR Experience Score** versus non-users in Arch Collaborative case study.



Improve user proficiency

M Health Fairview **increased adoption of their eConsent workflow from 7% to 87%** by embedding role-based simulations in the flow of work.



Reduce help desk calls

uPerform clients reported an average **reduction in help desk calls by 40%** with access to role-based learning in the flow of work.



Deliver high-value learning opportunities

Multiple health systems' surveys showed **90% of respondents felt training prepared them to use the EMR** and they preferred the uPerform self-paced learning format.

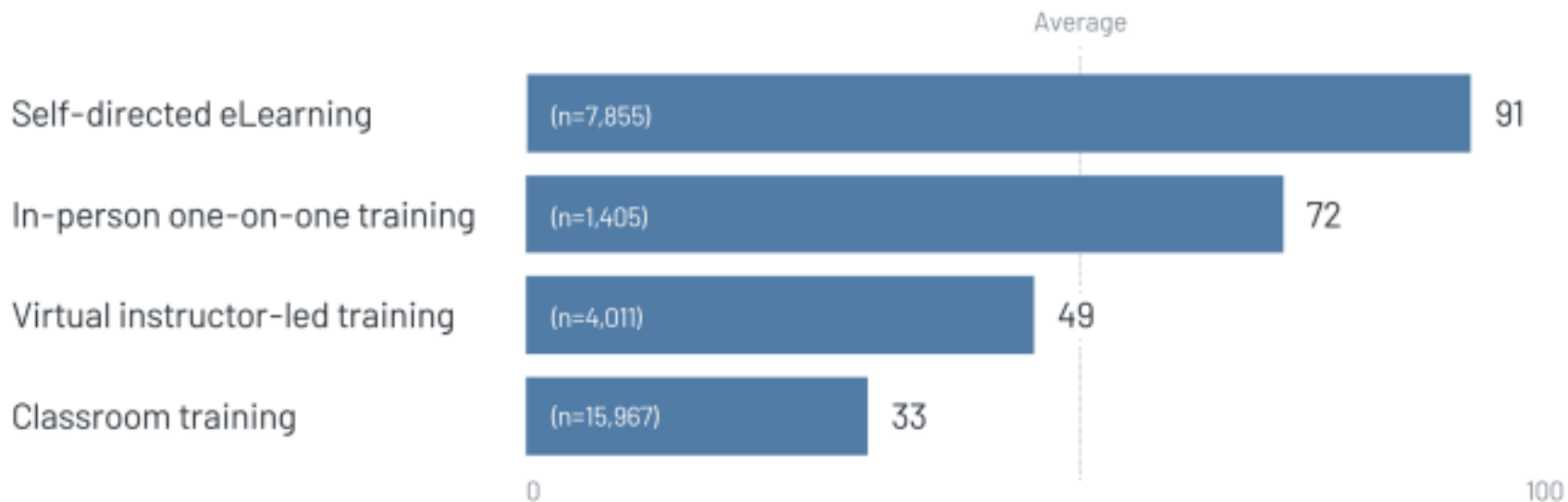


**Where does technology
fit in solving the EMR
education problem?**

Self-Directed Learning is More Efficient

EHR Minutes Saved Per Week for Every One Hour of Training

Organizations that have given clinicians the Trainer Quality Benchmark survey (n=25 organizations)



Note: Includes responses only from respondents who have been at their organization at least three months.

Based on "[Clinician Training 2023: Best Practices for Effective EHR Education](#)" impact report published by KLAS Research Arch Collaborative on May 12th, 2023.

uPerform

Meeting clinicians with learning that is **timely, relevant, and functional**.

Timely



Provide just-in-time learning

Clinicians access content when and where it's needed most - within the EMR

Relevant



Role-specific content

Content presented is based on system login credentials, reducing time and frustration spent searching for help

Functional



Increase learner engagement

Up-to-date content mirrors unique workflows and learner preferences

Thank You.

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