

# Case Study: Infirmary Health

## Swift Implementation of a Complex EHR System

Infirmary Health (IH), located on the Gulf Coast, is Alabama's largest non-government healthcare delivery system treating more than 100,000 patients each year at three acute-care hospitals. IH began the process of moving toward an electronic health record system in November 2013 with the introduction of the EpicCare EMR. While the initial implementation of EpicCare engaged physicians in the Emergency Departments, the acute care product was used by clinical staff members excluding physician providers. In order to meet regulatory requirements and support the organizations safety initiatives, a goal was set to go live with the EpicCare system to support physician documentation and order management in March of 2014. Meeting this goal would require that over 850 physicians and supporting mid-level providers be trained quickly and comprehensively. This training should provide physicians with an understanding of the software to support documentation and order

management needs, as well as access to patient history. In addition, the software should support HIPAA and compliance requirements.

The goal of educating physicians is challenging due to many factors. One of the primary issues effecting the education of physicians is the lack of time the average physician has in their daily schedule for activities such as training. This time constraint is driven by factors such as the increasing acuity of hospitalized patients, expansion of regulatory demands and the overall complexity of the healthcare environment. Past education initiatives for physicians at IH had included one-on-one training which proved to be time-consuming and expensive. In addition, development of curriculum tended to be slow and difficult to maintain. In an effort to best utilize the time of physician providers as well as staff and monetary resources available for physician training, the organization began to seek a product to assist in the delivery of physician education in an online environment. It was decided that the training environment should be able to be accessed on-demand, either on-site or remotely, by the physician population. IH turned to ANCILE's uPerform training software to ease the speed of developing curriculum and the effectiveness of training. ANCILE's developed content was hosted in IH's Citrix environment which allowed only one required login per user in the program. The platform met the need of on-demand and remote access as well as addressing security and compliance requirements.

"The training program we were using was based on generic content and so wasn't relatable to our needs," said Bobby Zarr, IT Training Lead. "We looked closely at other training options, but ultimately, we never could have done this without ANCILE uPerform."

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- Bobby Zarr, Infirmary Health

## The Need for Customizable Training

The goal of building and deploying a viable training system to train over 850 physicians on the EpicCare software was no small task. In addition, the project must come in on-budget and on-time. The staff of ANCILE, in partnership with Infirmiry Health, supported this goal by providing a platform in which customized Epic uPerform courses could be built and quickly rolled out. The courses were built to cover overall education such as Order Management and Note Writing, in addition to specific courses for areas such as Surgery and Radiology. The modules were built to be commonly accessed by physicians throughout the network of all three hospitals.

“Our Mission is Life” is the mission of Infirmiry Health System and the catalyst for the training environment to be named LifeCareU. The uPerform software allowed the LifeCareU website to be hosted inside IH’s physician portal which featured synchronized courses, tip sheets, videos, presentations and other documentation in one secure central location.

“We were able to centralize our training and track the progress of each of our 850 physicians,” said Zarr. “We moved from our go-live adoption to optimization much quicker than expected which sped up our implementation process and lowered our operating costs.”

## Unified Progress

In a span of eight weeks, over 850 physicians and more than 500 support staff were fully trained in the EPIC software which allowed for a seamless software rollout in March 2014. Infirmiry Health’s consultant/trainer needs were reduced by 33 percent as uPerform allowed for a rapid deployment of custom content that eliminated the one-on-one training model. Due to these savings, Infirmiry Health was able to bring back the trainers and consultants to optimize and customize the EPIC software so that it could be used in a more efficient manner.

“In less than 10 weeks, we completed more than 10,000 training events and all our physicians were ready to use the new software upon implementation,” said Zarr. “With the use of this software, our

physicians now have one central location for all their patients’ medical histories and needs, creating the most effective records system we have ever had. We have seen the value of the software and will continue to expand its use in our organization.”

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