



Revolutionizing EHR Training: **A Guide for Epic Mastery**

As EHR functionality expands and becomes more sophisticated, effective staff training has emerged as a critical factor in maximizing these systems' potential.

A tailored, workflow-based Epic training can revolutionize healthcare delivery, streamlining administrative tasks and allowing providers to focus more on patient care.

By leveraging innovative training strategies, healthcare organizations can meet their staff at the level they are at in real-time, driving significant improvements in patient outcomes.



The Current State of EHR Training

Ineffective EHR training can severely affect healthcare organizations, leading to decreased productivity and administrative errors from staff burnout and confusion, especially if training does not address unique workflows. Healthcare facilities investing in optimized Epic training programs have seen significant reductions in these issues and marked increases in workflow efficiency. Training solutions that account for varying levels of EHR proficiency among end users ensure the most relevant and effective training for their specific needs and learning styles.

Identifying EHR Proficiency: Meeting Your Users Where They Are

Tailored, workflow-based training programs significantly improve efficiency and error reduction. Adaptive learning utilizes technology to help create a personalized training path for each user based on their existing knowledge and learning pace.

For example, a regional hospital that implemented a customized Epic training program saw a 20% reduction in administrative errors and a 15% increase in workflow efficiency within six months. These measurements illustrate how targeted, impactful training programs can drive tangible improvements.



20% ↓
Reduction in
administrative errors



15% ↑
increase in
workflow efficiency

Key Areas of Evaluation

- **Technical proficiency:** Mastering basic system navigation and core functionality is the first step. This foundational knowledge paves the way for the adoption of more advanced features that can truly transform clinical practice.
- **Workflow integration:** Evaluating how seamlessly the system integrates into already existing workflows reveals critical insights into areas where technology can be leveraged to enhance care delivery.
- **Advanced feature utilization:** Assessing the usage of advanced features allows for targeted training interventions that can unlock the full potential of the EHR system.

Identify Gaps with Data

Data-driven insights derived from EHR usage metrics not only pinpoint specific functionalities where users struggle but also illuminate broader patterns of system utilization across the organization. By leveraging this wealth of data, healthcare organizations can continually refine their training programs, ensuring they remain responsive to evolving user needs and emerging best practices in EHR utilization.



Crafting the Precision Training Plan— Three Tiers of EHR Proficiency



Low Proficiency: Building a Strong Foundation

One-on-one mentoring sessions provide invaluable opportunities for providers to gain confidence and proficiency. These are complemented by instructor-led group sessions, which foster collaborative problem-solving and peer support. A blend of self-directed learning resources and bite-sized micro eLearning modules allow staff to maintain and enhance their skills at their own pace. This multi-faceted approach cultivates a culture of continuous improvement. Ultimately, this comprehensive strategy optimizes workflows, enhances patient care, and increases job satisfaction.



Medium Proficiency: Elevating EHR Expertise

This stage of learning emphasizes hands-on practice where users can refine their skills in a controlled environment. Concurrently, targeted group sessions address common challenges and introduce cutting-edge concepts, fostering a collaborative learning atmosphere. The cornerstone of this advanced training is personalization, complemented by a robust continuing education program, keeping users abreast of system updates and emerging best practices.



Advanced Proficiency: Mastering the Epic Ecosystem

At this level, self-directed learning resources allow for deep exploration of complex functionalities. This is complemented with intensive micro-learning modules that address specific, advanced skills. This is also the level where Epic Super Users should be nurtured to guide and inspire team members for continuous learning. By fostering a culture of continuous improvement, implementing 'super user' programs, and customizing training to individual needs, healthcare organizations can transform their EHR from a tool into a catalyst for clinical excellence and innovation.

The impact of a comprehensive, personalized approach to EHR training goes well beyond addressing technical skills—it's a key driver of healthcare transformation. Modernized, efficient training practices don't just improve workflow efficiency or reduce errors; they enable healthcare organizations to fully leverage advanced EHR capabilities for an improved user and patient experience. With a properly implemented EHR netting **\$23,000 in benefits per employee**, the cost of excellent staff training more than pays for itself¹.

CTG has experienced significant transformations on **hundreds of complex programs**. Ultimately, fostering EHR mastery is crucial to your program's success, freeing your staff to focus on their core strengths while cultivating a more personalized and effective model of care.

¹ EHR in Practice. "How Much EHR Costs and How to Set Your Budget." *EHR In Practice*, <https://www.ehrinpractice.com/ehr-cost-and-budget-guide.html>. 4 April 2024.