

CASE STUDY

UCHEALTH

Innovative Approach to Asynchronous Computer Based Training

Summary & Highlights

UCHealth partnered with uPerform to transition to a virtual, asynchronous training strategy, significantly enhancing their Epic education program. By shifting from traditional classroom sessions to a computer-based, self-directed format, UCHealth decreased onboarding time and increased user satisfaction, while also providing around-the-clock, role-specific ongoing training through integrated tools in Epic. This innovative approach has improved user engagement and satisfaction, enabling trainers to offer more personalized support and fostering a more proficient and confident workforce.

- **Optimized Onboarding:** By eliminating classroom sessions, UCHealth reduced nurse onboarding time by half while simultaneously reporting a 75% increase in satisfaction with the self-paced format.
- **Increased Accessibility:** Training materials were moved from SharePoint to Epic with tools powered by uPerform providing nurses with access to tip sheets, videos and other resources when and where they needed them most, with no additional logins needed.
- **Ongoing Support and Education:** On-demand access to courses and microlearning within Epic ensures education is available round the clock well after onboarding is complete. Nurses can easily revisit content as needed, and get the ongoing education they need, especially when workflows change during upgrades.
- **Improved Communications:** Utilizing uPerform, UCHealth delivers clear, relevant updates about the latest Epic functionalities and changes through links to learning materials organized by upgrade within Epic.
- **Honor Roll Insights:** Access to learner engagement and usage analytics allowed UCHealth to monitor availability of ongoing nurse education, meeting the Epic Honor Roll requirement of offering 3-5 hours of training to most of their nurses.

Introduction

As UCHealth expanded across Colorado, it faced a critical challenge: how to standardize and scale Epic training for its growing network of hospitals and affiliates. In 2019, UCHealth's Epic training mirrored the norm across health systems, lengthy classroom sessions where users were expected to absorb and retain everything needed to navigate Epic. This outdated model demanded extensive resources, from trainers and classroom space to the most valuable cost: time away from patient care. Scaling this approach for Epic users spread across Colorado, and affiliate hospitals in Nebraska and Wyoming was unsustainable. UCHealth needed a modern solution to streamline training and support its expansion – without relying on the classroom.

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Recognizing it needed a solution that offered standardization and scalability, UCHealth selected uPerform to help them swiftly adopt and deploy a computer-based training program. Since the initial switch UCHealth has continued to iterate on what is now a highly robust virtual learning strategy for approximately 30,000 Epic users.

Today, all Epic education at UCHealth is created, managed and delivered to users virtually via uPerform, known internally as Learning Assistant. This has allowed UCHealth to scale its training and deliver a consistent, tailored experience across all roles and locations within its network. UCHealth ensures its initial and ongoing training course curriculums are tailored to individual user groups with similar workflows, so users only see content that's relevant to how they will be utilizing Epic, significantly reducing time spent in training while improving EHR knowledge.

By transitioning from classroom-based to computer-based training, UCHealth transformed its approach to onboarding. Trainers are no longer confined to delivering lengthy lectures; instead, they've evolved into coaches, offering personalized support and guidance where it's needed most. This shift has unlocked new efficiencies, allowing trainers to focus on fostering skills and confidence among users, ultimately leading to a more engaged and empowered workforce.

Adapting to Growth: How UCHealth Scaled Onboarding For Nurses

UCHealth's *Epic Onboarding for Nurses* is a 4-hour virtual course completed as part of the initial onboarding process. But learning doesn't stop after the initial training is complete. Instead, UCHealth offers a 7-, 30-, 60- and 90-day cadence of learning for its new hires. For example, after the initial onboarding course, UCHealth nurses have access to over 25 additional nursing-specific courses to help them gain proficiency in areas of Epic used most often, like the Brain or Rover. This new model of onboarding has been well received.

"We've heard feedback from our learners, and I've never heard this in the context of training before, things like 'That was fun, can I take it again?' and 'I was surprised I could be practicing in as short as a couple of hours.' It's amazing that we have feedback from clinicians like that."

– Dr. CT Lin, CMIO, UCHealth

The benefits UCHealth experienced by switching to computer-based training are impressive:

- **Faster onboarding:** New nurses gain access to Epic after just 4 hours of virtual training, reducing onboarding time by 50%.
- **Higher-value learning:** In a survey, nurses reported a 75% increase in satisfaction with the personalized, self-paced learning format.
- **Trainer efficiencies:** UCHealth trainers now onboard new hires and administer Epic training in a fraction of the time, freeing up bandwidth for more strategic projects and one-on-one support.
- **Prepared workforce:** UCHealth rapidly equipped 180 ambulatory nurses who volunteered to support inpatient nursing during the pandemic to deliver quality care through simultaneous, one-time training.
- **Rapid surge cross-training:** UCHealth quickly trained outpatient nurses for inpatient roles, scaling the workforce efficiently during the pandemic.

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Delivering Ongoing Nurse EHR Education By Strategically Removing Roadblocks

Once initial training is completed nurses are given access to additional ongoing content via multiple integrations all leading back to the uPerform library of content. Removing roadblocks to accessing content is at the heart of the UHealth education strategy.

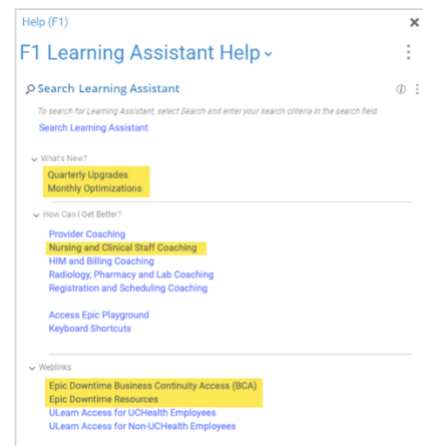
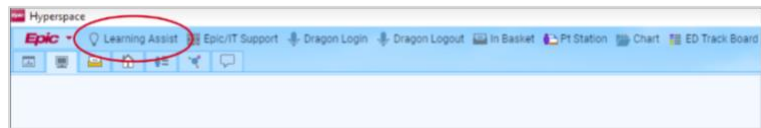
Research from the KLAS Arch Collaborative recommends 3-5 hours of ongoing EHR education for nurses annually, but many health systems struggle to meet this standard amidst competing priorities. UHealth tackled this challenge head-on by developing an innovative EHR training program that improves nurse satisfaction with Epic and ensures seamless access to up-to-date, role-specific content.

Nursing leadership often faces the difficult trade-off between providing training and meeting the demands of patient care, especially during staff shortages, changing regulatory requirements, and rapid technology changes. Justifying pulling nurses off the floor to attend Epic training is challenging – leaving health systems to figure out ways to bring their training to nurses. Traditional approaches like printed tip sheets quickly become outdated and impractical, especially over the course of quarterly upgrades.

UHealth discovered a way to deliver accurate and role-specific learning where nurses need it most: bringing training directly to nurses by embedding real-time, relevant learning in Epic. With this approach, UHealth is breaking down barriers and setting a new standard for ongoing EHR education.

UHealth ensures learning is easily available to its nurses, and all other Epic users, with the following tools:

- **Learning Library:** Where all courses, tip sheets, simulations, videos and other materials are housed. Users only see content that is relevant to their role, specialty or department. The library is readily accessible through a direct link and seamlessly integrated within Epic workflows.
- **Epic Menu:** Direct access to the learning library from the Epic Menu. Access is powered by single sign on, so users are logged in automatically and identified by their Epic credentials.
- **Epic F1 Dashboard:** uPerform's Epic F1 Dashboard integration makes accessing relevant learning content seamless by embedding it directly within the platform. This feature is invaluable for efficiently pushing new content – i.e., quarterly upgrades – straight to users. Unlike outdated email communications, the F1 Dashboard delivers tailored, role-specific content only to those who need it, ensuring targeted and effective training without the noise.
- **oneSOURCE app:** UHealth's innovative in-house application, serving as a comprehensive hub for clinicians, especially nurses. With its user-friendly design, nurses can effortlessly manage their schedules, request time off, check daily cafeteria menus, and access uPerform – all from their personal devices. This flexibility allows them to quickly reference tip sheets on their phones, particularly useful during challenging tasks or when adapting to new quarterly workflow upgrades, without tying up other screens. This is most helpful when quarterly upgrades change workflows that need to be communicated immediately.



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Nurturing Nurse Excellence: Success in EHR Training, Proficiency and IT Delivery

In 2024 UCHealth partnered with uPerform and KLAS Research to participate in the KLAS Arch Collaborative EHR satisfaction survey to get a better understanding of how nurses utilizing the integrated ongoing learning materials fared compared to peers who had not. The survey data revealed impressive results for nurses using the Learning Library, F1 Dashboard integration and oneSOURCEapp:

- 75% increase in initial training satisfaction
- 27% increase in self-reported efficiency
- 47% increase in nurses who believe Epic changes are communicated well
- 64% increase in nurse agreement that their organization implemented, supported and trained well, ranking them in the upper 13% of all Arch Collaborative respondents
- 28% increase in nurses agreeing Epic enhances their clinical practice

KLAS survey was distributed to all nursing roles within UCHealth, with a total of 745 respondents. Data analysis focused on deep participation with uPerform training tools, requiring respondents to have used all three offerings to be classified as users (N=52) versus non-users (N=248).

Insights from the KLAS Research Nursing Guidebook

KLAS Research's latest [Nursing Guidebook](#) highlights three best practices for improving ongoing nurse EHR education:

- ✓ Provide 3-5 hours of annual ongoing training
- ✓ Ensure nurses know where to go for help
- ✓ Collect feedback regularly

Exceeding the Ongoing Training for Nurses Standard

UCHealth's Learning Library makes meeting – and exceeding – these standards possible. Each course clearly outlines topics and time commitments, ranging from quick 15-minute refreshers to more in-depth sessions. With over 25 courses available, UCHealth far surpasses the recommended ongoing training hours, ensuring nurses stay proficient and supported.

Alaris Inpatient Nurse Review key Alaris pump workflows and their integrations with Epic for Inpatient Nurses. Advanced course (01:00:00)
Epic Ambulatory and Inpatient Read Only Roles Learn to log in, find patients, and review chart contents for any staff except providers who need view-only access. Introductory course (00:30:00)
Epic Ambulatory Anticoagulation Nurse Learn anticoagulation workflows, enrollment, schedule documentation, in-basket and discontinuation of treatments. Introductory course (00:30:00)
Epic Ambulatory Beacon Nurse Utilize the Beacon activity to manage treatment plans, track, release and administer treatments. Introductory course (00:30:00)
Epic Ambulatory Clinical User In Basket Introduction Understand the basic functionality of In Basket, efficiently respond to messages, and complete tasks associated with a message. Introductory course (00:30:00)

UCHealth recognized an additional benefit of a computer-based training strategy – reporting on Epic Honor Roll requirements. The latest Honor Roll requirements have adopted the KLAS Arch Collaborative recommendations and call for an organization to offer a minimum of 3-5 hours of ongoing nursing education. Since courses are defined by topic and length, UCHealth far exceeds the ongoing EHR education requirement with many courses available in uPerform beyond initial onboarding requirements.

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Ensuring Nurses Know Where To Find Help

Providing users with access to learning materials in their workflows is only half the battle. The next challenge is getting users to engage with those materials. UCHealth experienced this firsthand when hosting training materials in Microsoft SharePoint. The problem? Expecting nurses to go elsewhere to find educational resources.

Kelley Williamson, Director of IT at UCHealth shares “Everything was everywhere for training before Learning Assistant. There were many different places where learning materials were being created. So having one source of truth at every user’s fingertips was very, very important to us.” By centralizing all their training materials in uPerform and integrating buttons and links directly into the Epic platform – where nurses need content most – UCHealth overcame this hurdle. The result? Dramatic improvements in engagement with learning and positive ripple effects across workflows and EHR satisfaction.

“How we’re delivering learning to our clinicians and making sure they get the information and help when they need it is a game changer for UCHealth.”

– Kelley Williamson, Director of IT, UCHealth

Every course designed by the UCHealth training team concludes with the same message, a brief video reminder of how and where to access their custom library of learning materials. This consistent message helps to reinforce that help is always available and easy to access wherever users are in Epic.

Collecting Feedback Regularly

Participating in the global KLAS Arch Collaborative Satisfaction survey has given UCHealth the opportunity to gather feedback from their nurses to continue guiding leadership on how they can continue to build upon the robust EHR education strategy they have implemented. UCHealth also gathers feedback with a brief survey at the end of every course. Nurse satisfaction with training has improved over the years. Recently, nurses have shared that they prefer the flexibility of the self-paced learning format, sharing “I enjoy learning, especially [with the] self-paced online classes”, and “I read all the Epic Upgrade emails, use Learning Assistant and seek out ways to use Epic effectively to maximize efficiency.”

Conclusion

UCHealth’s Epic education strategy exemplifies the power of innovation in health IT training. By transitioning to a computer-based, self-directed onboarding model and embedding just-in-time support directly within Epic, UCHealth has streamlined nurse education, boosting satisfaction and reducing time to productivity. This approach has not only improved user competency and confidence but also enabled trainers to focus on delivering personalized coaching, creating a more engaging and efficient learning experience. The result is a workforce better prepared to provide exceptional patient care – faster and more effectively than ever before.

About uPerform

uPerform® is changing the way software training has traditionally been conducted for health systems. Our just-in-time learning platform prepares and guides organizations through rollouts, upgrades and procedural changes for applications like Epic, Oracle, Workday, ServiceNow and more with tools supporting the creation, management and delivery of learning. Learn more at www.uPerform.com.

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