

DEVELOP SKILL LEVELS TO RECEIVE MAXIMUM BENEFIT FROM YOUR EHR INVESTMENT



A frequent issue with transitioning to an EHR is users seldom progress beyond the minimal levels of functionality without adequate training. That is the fundamental challenge for many medical practices, particularly on the clinical side. The reason in most instances is insufficient time spent in training and post coaching availability. Time enables users the opportunity to explore the features and functionality of their EHR. In most cases, the EHR represents a radical change from the traditional workflow and documentation processes.

The result is only about a fourth of the function of the EHR is actually used, meaning the full benefit of the EHR is under-utilized. Doctors who may have used one previously usually have an easier time adapting since they already are familiar with the concepts that make up an EHR. Doctors who may be first time users often are thrown into using an EHR without a solid grasp on the concepts of how to navigate its functions.

To achieve greater functionality of the EHR, it is important to initiate orientation sessions thereby enabling users to observe the entire concept of workflow. When done in a group setting it often enable users to ask questions and raise concerns they might have, helping to reducing some of the anxiety commonly associated with change.

Clinicians, especially doctors and nurses, should have a minimum of two complete days of training. However, if the practice is planning to implement the Meaningful Use requirements for CMS incentives, it is important that clinicians receive up to five days of training coupled with coaching either from the vendor or an in-house Super-User. Having a resource clinicians can call upon when they have questions re-enforces skill levels and retention and helps gain user satisfaction.

While some vendors offer online tutorials or DVDs, these typically are never used and users often plateau at a minimal usage level resulting in under-achievement of the goals originally setup to measure the benefits of the EHR.

Our experience as a Company has taught us to strongly recommend medical practices commit adequate time for users to adjust to the changes affecting them and their patients. In order to ensure users receive skill development and retention, we recommend training on-site, one-on-one with doctors and nurses. In this way they learn within the environment they are accustomed to. Training should then be followed up with coaching assistance. It is always better if the same professionals who conducted the training offer coaching too. This enables professionals familiar with the users to address individual needs.

Summary

A frequent issue with transitioning to EHR is under-training

Often under training is the result of insufficient time spent in training

Result of insufficient training time is user only learn fundamentals of the EHR

Orientation is a good initial step to preparing users for the EHR

For providers wanting to participate in CMS meaningful use criteria need additional time in training

Tutorials and DVDs are not satisfactory replacement for on-site training

Coaching follow up is necessary to improve user satisfaction

MedNet

Corporate Headquarters

Certified e-MDs Reseller
428 St. Joseph Street
Rapid City SD 57701
888.880.8037 Toll Free
605.341.0235 Bus.
www.mednettools.com