

# Virtual End-User Training and Go-Live Support for CliniComp | EHR in the Wake of COVID-19

Investment in an electronic health record (EHR) system requires significant alignment of a health system's operating and human capital resources to standardize care processes onto one highly configurable platform. Increased interoperability, patient safety, better outcomes, compliance, and other mission-critical benefits are principal reasons for transitioning to a single digital record.

Likewise, investment in end-user training is worth making to achieve a successful adoption, whether it is a phased approach or big bang go-live. End-user training ensures every authorized employee using the technology is capable of contributing to better care as quickly as possible.

In 2020, the global COVID-19 outbreak became a game changer for healthcare providers and the EHR training community. When the respiratory virus began spreading in early spring, CliniComp, Intl. pivoted its go-live training of **CliniComp | EHR** to the virtual classroom. CliniComp | EHR is an enterprise clinical system that integrates seamlessly patient data across inpatient, outpatient, and emergency departments. As of March 2020, CliniComp completed 63 percent of its CliniComp | EHR deployments in 40 U.S. hospitals.

But even as states began to reopen, CliniComp leaders realized that reinstituting standard in-person customer implementation support and training was not a sustainable option during a pandemic. With COVID-19 infections taking fierce hold of the U.S. at an unprecedented rate, the company urgently re-evaluated its EHR implementation plans following stay-at-home and travel restrictions. CliniComp determined a "new normal" must be defined to keep EHR system deployment efforts on track.

Coincidentally, virtual training was a product roadmap priority along with a new graphical user interface (GUI) enhancement to move on-site classes to the web-based training platform. Following the initial virus outbreak in March, CliniComp retooled its technology and on-site training program to offer a remote, virtual implementation platform. This digital integrator program for new virtual training offerings includes **self-paced training modules and certification, virtual instructor led training, and a virtual clinical command center** to augment go-live support.

From May to July 2020, CliniComp successfully implemented its first wave of virtual training services at six health systems and hospitals in Kentucky, Louisiana, Florida, Texas, Georgia, and South Carolina.

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## Our Virtual Service Philosophy

CliniComp has always subscribed to a virtual support platform via its pre-and post-go-live customer support. This capability is a success factor in the company's ability to shift quickly during the COVID-19 pandemic to virtual training and go-live support services. In essence, the technology and tools were in place from the start enabling modifications to scale virtual training offerings to meet the customer's needs.

CliniComp's pre-planning of its virtual training program includes technical testing of connectivity prior to every use of the **virtual instructor-led training tool**. The tool guarantees the CliniComp | EHR solution is 100 percent accessible to all virtual classroom trainees and mitigates technical delays that potentially impact Super User and end-user training.

CliniComp provides remote turnkey EHR maintenance and 24/7 customer support. As part of its system-as-a-service delivery model, the company's implementation and sustainment activities, such as daily troubleshooting, are included in baseline virtual user training services.

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CLIENT SERVICES | CLINICOMP, INTL.

Important to CliniComp is assuring that its instructors' personal human interactions with end-user trainees are not lost in the transition to a virtual platform. Instructors have worked diligently to test and select remote tools and equipment to facilitate face-to-face interactions. Their goal is to foster a collaborative, friendly e-learning environment amid the changed workplace dynamics.

## What We Offer | Advanced Tools for the Virtual Classroom

CliniComp endorses an **outcomes-based education methodology** in its offering of various educational service delivery models. For example, its proprietary, password-protected training materials are accessible via a custom link in remote learning modes of online instruction and virtual instructor-led training within a virtual classroom environment. Learning expectations and observable, measurable outcomes are defined to ensure ease of access to increase each remote trainee's participation, system proficiency and adoption success.

CliniComp uses **Adobe Connect and Microsoft Teams web conferencing software** for remote classroom training and virtual instructor-led training for its Super User communities. Screen-sharing tools are leveraged to provide "over the shoulder" instructor-led training and support when needed.

The hosted **Online Help learning platform** is embedded within the CliniComp|EHR application for easy access to end-user training aides. Available to end users are detailed topic-oriented instructions delineating how best to use the system and a Resource Center offering self-service navigation to online tutorials, micro-learning activities and educational content, for example, PowerPoints and document downloads on EHR functionalities. **End-user training certification** is hosted in the Resource Center as well.

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**CliniComp's Virtual Clinical Command Center** during go-live week is staffed by a team of registered nurses. Providers are assured of having clinician IT coverage 24/7 at both day and night shifts. The company's 24-hour support phone line is also distributed for immediate assistance.

CliniComp's RN virtual system trainers are perceived by customers as trusted peers who quickly and adeptly put the remote end-users at ease. These highly skilled nursing experts skillfully guide hospital employees through workflows and answer clinical questions. Their calming presence helps to gain system adoption more quickly at every CliniComp | EHR virtual go-live event.

Additionally, CliniComp's RNs make virtual rounds during go-live week by calling every participating hospital unit to check on employees. The end-users, in turn, share EHR enhancement or configuration feedback to optimize system usage.

Said Mary Russell, Sr. Director, Clinical Implementation, CliniComp, "The combination of process improvements, the orchestration of pre-configuration and Q&A work completed by the clinical and application support group teams to prepare the server, and the reliability of our EHR solution have prepared us well for full virtual cutover to remote training. Using this model, we're evolving to a newly expanded implementation process and look forward to receiving further feedback from our valued end-users."

## Super Users Get a Role Boost during Virtual Training

A Super User's role is traditionally defined as the front-line peer subject matter expert readily assessable to support the hospital's EHR system end-users. However, with CliniComp's transition to virtual go-live support, the Super User is now a sought-out resource. Their elevated role supporting their colleagues virtually marks a positive shift in the hospital workplace as they assume more ownership of responsibilities during go-live week.

To accelerate the Super User community's learning curve adapting to the virtual teaching environment, CliniComp expanded its Super Users' virtual instructor-led classroom sessions to include newly created self-paced online learning tutorials.

The online learning tutorials have reduced the need for skilled instructors leading multiple virtual classrooms. However, a preset student-to-trainer ratio was deemed critical for the virtual instructor-led training sessions that are held prior to the virtual go-live week.

Previously, on-site training required Super Users to attend a four-hour class with no prerequisites. Today, CliniComp's virtual training program is expanded to require Super Users to take two hours of self-paced, flexible online training and then a two-hour Super User community virtual training session. Cross-role playing combined with nursing, provider and ancillary courses are now part of the curriculum to broaden their spectrum of knowledge. Two instructors lead the four-hour total virtual training program, with one helming the virtual classroom and the other monitoring a live chat and Q&A session.

The Super User virtual training program concludes with a competency test. And interestingly, CliniComp found that competency testing scores are higher with this program approach as opposed to the traditional in-person classroom method.

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WHITNEY WEIGHALL | BSN, RN, CLINICAL OPERATIONS LEAD | CLINICOMP, INTL.

“It was imperative that the healthcare facility’s Super Users receive the same high level of quality support that we had provided during the EHR implementation process, regardless of physical location,” said Whitney Weighall, BSN, RN, Clinical Operations Lead, CliniComp, Intl. “Our virtual platform allowed us to gain labor resource efficiencies supporting the training of multiple customers in parallel.”

“The new self-paced e-tutorials are a prerequisite to attending the virtual instructor-led training course designed specific to Super Users,” added Weighall. “In this way, they begin the online course with a strong, hands-on foundational understanding of the CliniComp|EHR solution. Thus, Super Users are more focused on the virtual classroom material at a higher proficiency level in their professional journey to become true subject matter experts.”

## COVID-19 Pushes Virtual EHR User Training to the Frontlines of Care

Much like telehealth, the healthcare industry is shifting more on-site activities to remote healthcare workers and away from in-person support, as the COVID-19 epidemic rages on. Virtual go-lives and EHR training are now the norm as healthcare leaders figure out the new normal of virtual medical practice.

CliniComp’s investment in remote, virtual training has significantly decreased travel expenses, offering more flexibility and frequency of virtual training services since there is no lost travel time to accommodate.

“Customers are really excited about the flexibility of our virtual EHR course offerings,” said Russell. “Their feedback from the training survey results ranged from liking the length, thoroughness and convenience of the virtual class, the instructor’s preparedness and engagement to easy access to the online content. Many expressed being pleasantly surprised that the virtual teaching and learning experience actually did deliver the same high quality EHR information and technical knowledge to meet their professional development needs under the current circumstances.”

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MARY RUSSELL | SR. DIRECTOR | CLINICAL IMPLEMENTATION | CLINICOMP, INTL.

For more information on CliniComp’s Implementation, on-going support and the [CliniComp | EHR](#) suite of solutions to simplify clinical workflow, alleviate IT complexities, and promote fiscal vitality, please contact us at:

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