

Boosting Clinician Satisfaction & Maximizing EHR Investment

How blended learning enables EHR training innovation



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Chapter 1: Introduction

In today's rapidly evolving healthcare landscape, the challenges facing health systems are more complex than ever. High burnout rates, clinician turnover, and low satisfaction among healthcare professionals have become pressing issues that demand immediate attention. As health systems strive to deliver quality patient care, one crucial aspect that often gets overlooked is the significance of electronic health record (EHR) training in ensuring smooth and efficient operations. The annual cost of physicians spending half of their time using EHRs is over \$365 billion¹ (a billion dollars per day) — more than the United States spends treating any major class of diseases. The calls for EHR education innovation come from many sources — it's time for us to answer.

We rely on caregivers to take care of patients, and it is our job to take care of caregivers. It's our job to provide them with tools, systems, and processes to meet them where they are at so they can focus on the patient experience and doing what they do best: administering high-quality care.

Objective

The primary objective of this eBook is to guide health systems in maximizing their ROI on EHR training investments while simultaneously boosting clinician satisfaction and reducing turnover.

It aims to equip health system decision-makers with valuable insights into a more efficient, effective, and adaptive approach to EHR training. As a result, clinicians will feel more competent and confident

in using the EHR system, leading to increased job satisfaction, improved adoption, and reduced burnout rates.

In the following chapters, we will delve deeper into blended learning best practices, explore successful case studies, and provide actionable steps to implement adaptive EHR training programs effectively.

1. [“3 Ways to Make Electronic Health Records Less Time-Consuming for Physicians”](#) (Harvard Business Review, 2019)



State of Healthcare: High Burnout, Turnover and Low Clinician Satisfaction

No organization is immune to burnout, which goes hand-in-hand with poor clinician satisfaction. Low clinician satisfaction is not only detrimental to the individual but also negatively impacts the overall quality of care provided by the health system. Burnout is at least equally responsible for medical errors as unsafe medical workplace conditions, if not more so, according to a study² published in the Mayo Clinic Proceedings led by researchers at the Stanford University School of Medicine. Unhappy and overburdened clinicians are more prone to making errors, leading to compromised patient safety and outcomes.

The Importance of Effective EHR Training in Health Systems

With the widespread adoption of EHR systems to streamline operations and enhance patient care, documentation burdens exploded. Inefficient workflows hindered clinicians rather than enabling them. Poor practices led to poor EHR navigation. Herein lies the importance of proper EHR training. Efficient use of EHRs can significantly improve clinical workflows, allowing healthcare professionals to focus more on patient care and less on administrative tasks. They get back to doing what they love, with less friction. But, it all starts with good training.

Recognizing the connection between clinician satisfaction and burnout to employee turnover, it becomes clear that investing in comprehensive EHR training is not just a box to check but a strategic decision that impacts the overall well-being of clinicians and the health system's success.

A 2021 KLAS Arch Collaborative report³ highlights how poor EHR training experiences directly contribute to clinician dissatisfaction and burnout. When clinicians are not adequately trained to use the EHR system, they experience frustration and inefficiencies in their daily tasks. As a result, this frustration can escalate into dissatisfaction, negatively affecting their job satisfaction and overall morale. The compounded effects of inadequate EHR training can lead to increased turnover rates as burnt-out clinicians seek better work environments.

“Physicians and advanced practice providers who are very satisfied with the EHR are almost **5x** more likely to report plans to stay at their organization, compared to peers who are very dissatisfied.”



Poor EHR training experiences directly contribute to clinician dissatisfaction. According to KLAS data, physicians who are very satisfied with training report higher likelihood of staying at their organization.

2. Link: <https://www.mayoclinicproceedings.org/article/S0025-6196%2818%2930372-0/fulltext>

3. Link: <https://klasresearch.com/archcollaborative/report/exploring-ehr-satisfaction-by-provider-specialty/453>



Introduction to Blended Learning

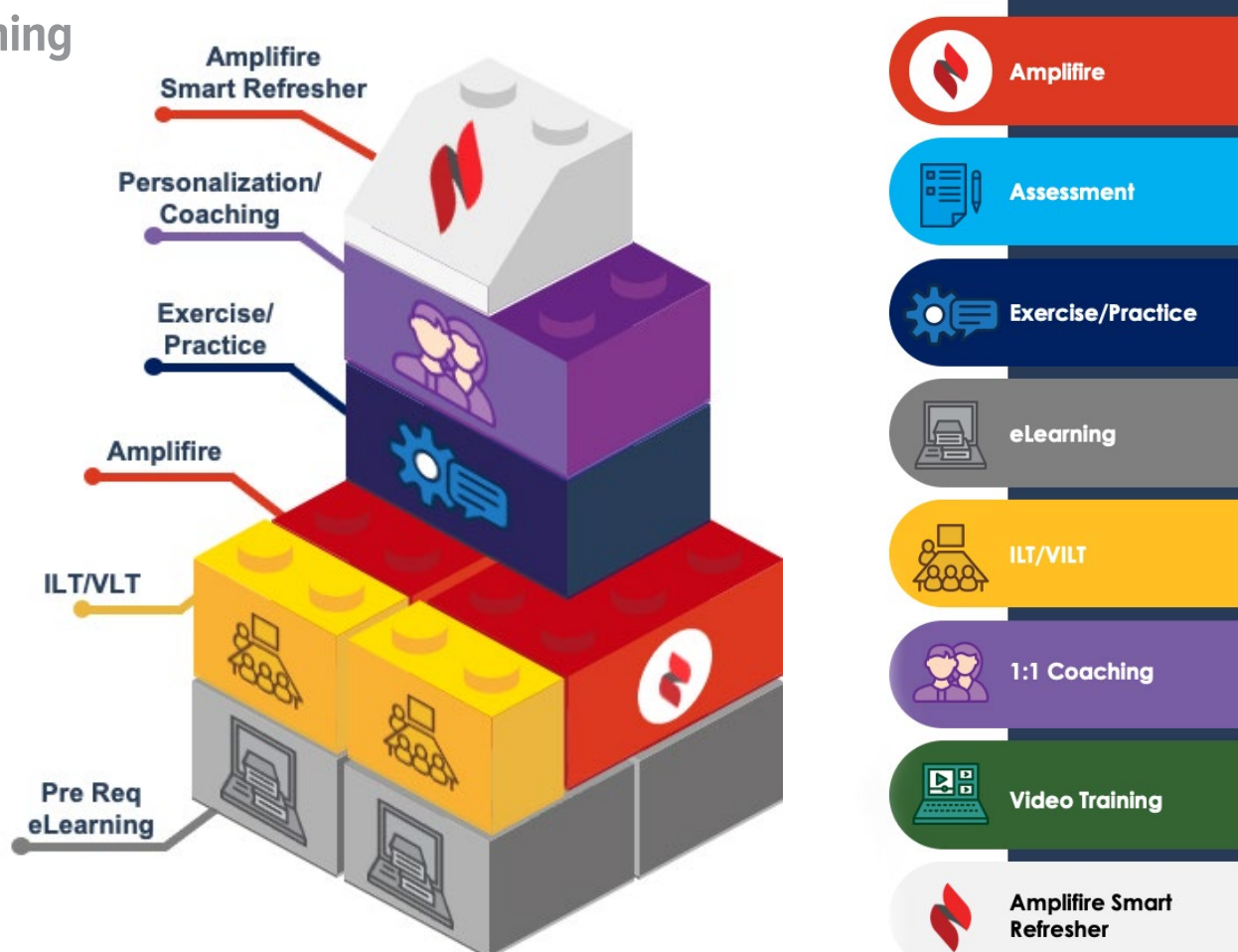
In the quest to improve EHR training experiences and, subsequently, clinician satisfaction, health systems are getting innovative. An approach that allows for creativity is blended learning.

In its simplest form, blended learning is education consisting of two or more delivery methods. By combining different delivery methods, blended learning offers a more dynamic and interactive learning environment. Many blended learning programs piece together in-person instruction methods, like 1:1 coaching or skills lab, with eLearning, such as the use of an online learning platform.

For example, health systems use Amplifire's online learning platform as part of their overall learning ecosystem. By using this platform, training can incorporate proven-effective learning techniques, such as gamification, spacing, and interactive modules to keep clinicians engaged and motivated throughout the training process.

Furthermore, healthcare organizations can leverage data and analytics from online learning platforms to identify areas of improvement and personalize training experiences for individual clinicians. This data-driven approach fosters continuous improvement, making training more effective and satisfying for clinicians.

Blended Learning can look like:



Chapter 2: Addressing the Challenges of EHR Training in Health Systems

Effective EHR training is critical to the overall success of healthcare organizations. However, it comes with its share of challenges that can impact both the training experience and clinician engagement. In this chapter, we will explore the complexities of EHR systems, the time and resource constraints during training, and the importance of personalized learning in overcoming learner dissatisfaction.



CHALLENGE 1: The complexity of EHR systems

EHR systems are diverse and constantly evolving, making each implementation unique. Onboarding new staff or even experienced clinicians to a new EHR platform can present a learning curve. Each system has its customizations, workflows, and nuances that necessitate specialized training.

What's more, healthcare organizations must invest significant time and effort in creating tailored training

content that aligns with their specific EHR platform.

Blended learning allows for adaptive training methodologies to accommodate the complexity of EHR systems. By combining online learning with instructor-led training, blended learning can cater to the unique needs of individual clinicians, providing a more tailored and effective training experience.



CHALLENGE 2: Time and resource constraints

Traditional EHR training methods often involve travel time for instructors, consultants, and clinicians. This can disrupt clinicians' daily workflows, leading to frustration and disengagement during the training process.

Moreover, the time spent in training takes valuable time away from clinicians' primary responsibilities,

affecting their efficiency on the floor and potentially impacting patient care.

Blended learning provides training schedule flexibility. Online learning components allow clinicians to access training materials at their convenience, which not only saves time and resources but also enhances engagement and knowledge retention.



CHALLENGE 3: One-size-fits-all training

Clinician dissatisfaction during EHR training often stems from perceived poor learning experiences. Healthcare organizations must prioritize personalization during training to ensure its success.

Poorly designed or non-adaptive training methods waste experienced clinicians' time and don't offer

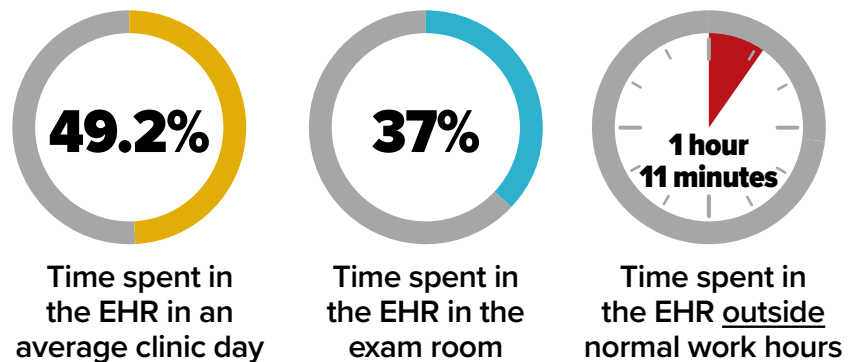
sufficient support to first-time learners. A survey by KLAS Arch Collaborative⁴ illustrates that only 11% of clinicians strongly agree that their EHR training is sufficient, and nearly two-thirds want additional training. It is not the case that clinicians want to click through training and be done; they're left wanting more — and better — training.

4. Link: <https://klasresearch.com/archcollaborative/report/global-ehr-satisfaction-2022/422>

Chapter 3: The Role of Poor EHR Training in Clinician Dissatisfaction and Burnout

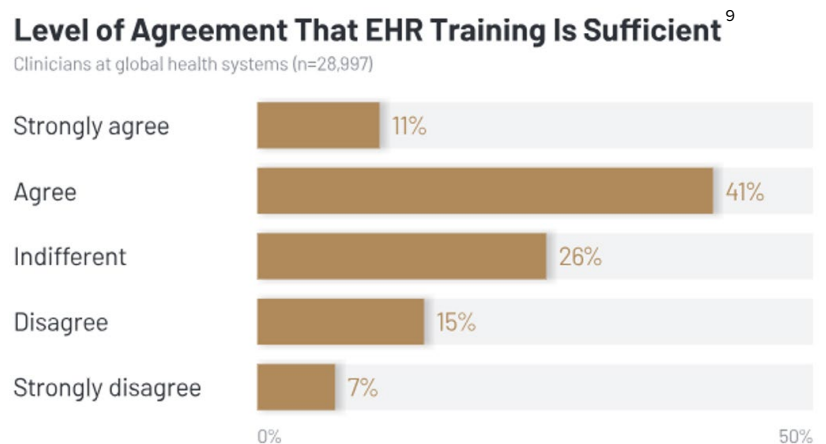
Clinicians spend so much of their time in the EHR. Physicians may be spending 49.2% of total time in an average clinic day⁵ on EHR and desk work — nearly half of their day — and only 27% in direct face time⁶ with patients. In the exam room alone, EHR activity may represent up to 37%⁷ of visit time. Another study⁸ found that per patient visit, about 16 minutes clinicians spend in the EHR. Furthermore, physicians spend 1 hour 11 minutes on average outside of their work hours (before 6am, after 6pm, weekends – fondly referred to as ‘pajama time’) in the EHR. Struggling with EHR navigation and documentation can lead to frustration and feelings of incompetence among clinicians. This dissatisfaction with the EHR system can quickly escalate into overall job dissatisfaction and contribute to burnout.

Clinicians want to feel competent and confident in their use of EHR systems, as it directly affects their ability to provide quality patient care. By equipping clinicians with the skills and confidence to navigate EHR systems efficiently, organizations can foster a culture of competence, job satisfaction, and ultimately, enhanced patient care.



EHR Training Represents Significant Opportunity for Global Health Systems

Globally, just 11% of clinicians strongly agree that their ongoing EHR education is sufficient, and almost two thirds would like additional training. Given that clinicians spend just under half of their day in the EHR, this indicates a large opportunity for EHR education optimization and learning experience improvement to move the needle on clinician satisfaction.



5. Link: <https://pubmed.ncbi.nlm.nih.gov/27595430/>

6. Link: <https://pubmed.ncbi.nlm.nih.gov/27595430/>

7. Link: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC10134123/>

8. Link: <https://ashpublications.org/ashclinicalnews/news/4924/Physicians-Spend-About-16-Minutes-on-EHRs-Per>

9. Link: <https://klasresearch.com/archcollaborative/report/global-ehr-satisfaction-2022/422>

Chapter 4: Blended Learning as a Solution for Enhanced EHR Training

Blended learning is an innovative training methodology that seamlessly combines the strengths of traditional classroom-style training with the flexibility and scalability of modern technology-driven learning methods. In the context of EHR training, blended learning offers a powerful solution to the challenges faced by healthcare organizations in ensuring effective and efficient EHR adoption.

In a blended learning approach, clinicians participate in a combination of in-person instructor-led training (ILT) sessions and online learning activities. ILT sessions provide valuable face-to-face interactions with trainers, allowing for personalized coaching, immediate feedback, and group discussions. On the other hand, online learning activities take place through a dedicated learning platform, which offers flexibility and a personalized learning experience for clinicians.

By leveraging the strengths of both in-person and online learning, healthcare organizations can create a comprehensive training experience that caters to the diverse learning needs of their clinical staff.

The Benefits of Blended Learning for Clinician Satisfaction and ROI

- 1. Personalized Learning Experience:** Blended learning adapts to clinicians' knowledge and experience, tailoring training content to individual levels. New clinicians receive foundational training, while experienced ones focus on areas needing improvement, increasing satisfaction and efficient EHR navigation.
- 2. Flexibility and Convenience:** Blended learning offers clinicians anytime, anywhere access to training materials, allowing them to balance learning with patient care. This convenience fosters a positive experience and reduces training burdens.
- 3. Efficiency:** Blended learning reduces costs by minimizing in-person sessions, saving on travel and accommodation expenses. Online learning analytics optimize in-person instruction when required, facilitating simultaneous training of a larger number of clinicians.
- 4. Optimization:** Incorporating online learning enables comprehensive data collection, aiding instructors in creating personalized learning experiences. Data also informs EHR workflow improvements, resulting in long-term time and resource savings.

By adopting a blended learning approach, healthcare organizations can create a positive and effective EHR training experience that enhances clinician satisfaction, reduces burnout, and ultimately leads to improved patient care.

Chapter 5: Considerations for Implementing Blended Learning for EHR Training

A. DESIGNING AN EFFECTIVE BLENDED LEARNING CURRICULUM

A successful blended learning curriculum is at the core of a well-rounded EHR training program. To ensure its effectiveness, healthcare organizations must carefully consider the key elements that contribute to a seamless and impactful learning experience for clinicians.

Needs Assessment: Conduct a thorough needs assessment to identify knowledge gaps and learning objectives of clinicians. Tailor training content to their unique needs by understanding their current proficiency level and areas requiring improvement.

Content Development: Create engaging and relevant training covering essential EHR functionalities, best practices, and real-life scenarios. Utilize various formats (videos, simulations, quizzes) to accommodate diverse learning styles, ensuring clinician buy-in and satisfaction.

Blended Delivery Approach: Determine the ideal balance between in-person ILT sessions and online activities. Optimize face-to-face interactions for certain topics while leveraging self-paced online modules for flexibility and effective learning.

B. INTEGRATING AN ONLINE LEARNING PLATFORM

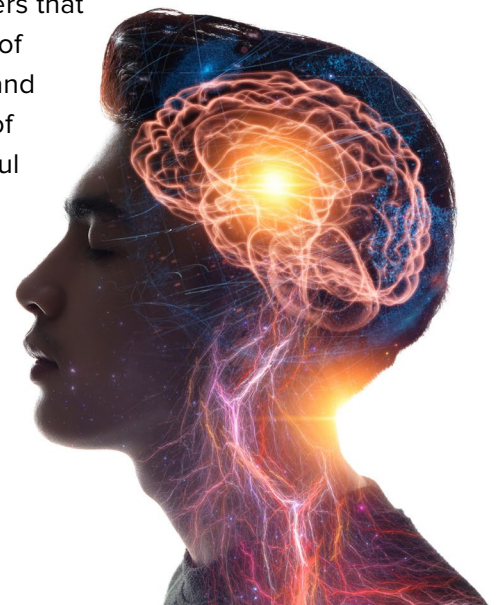
In the wake of the rapid growth and expansion of the online learning industry, health systems often have a hard choice when it comes to selecting the right platform. The most important aspect of a good online learning platform is a learner-centric approach. Here are the factors to look for to not only optimize a learning program, but to ensure effective learning that creates a positive experience for trainees:

BRAIN-SCIENCE BASED LEARNING PRINCIPLES

Despite the rapid adoption of technology in the learning space, the way in which we learn has remained mostly the same for centuries at a fundamental level. What if there were a better way to learn?

Over the last few decades, cognitive scientists discovered twenty-three triggers that activate the brain's neural mechanisms that cause long-term retention. Some of these cognitive triggers include priming, meta-cognition, feedback, spacing and more to create a learning experience that has a gamification feel to it. Some of the most effective triggers work through emotion and attention — two powerful influences on memory.

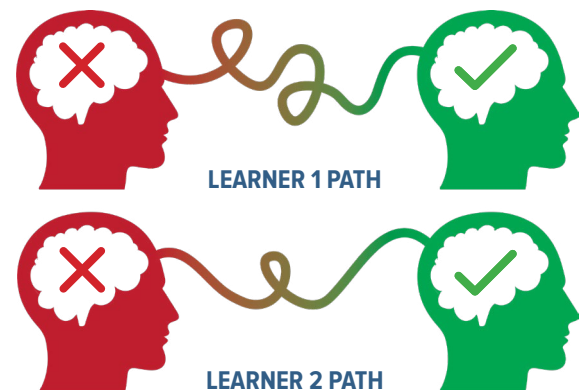
If these triggers are built into the platform, program designers can focus on content rather than technicalities.



PERSONALIZED, ADAPTIVE LEARNING

Those relying on technology often make the mistake of forgetting there is a human being on the other side of the screen — which is why an adaptive learning algorithm is such an important feature. The learning experience is rigorously personalized with adaptive functionality. It can cut learning time in half (sometimes more) by treating each learner as an individual with their own unique mix of mastery, misinformation, uncertainty, and information gaps.

Personalized learning keeps learners engaged. Since learners don't waste time learning things they've already mastered, they only focus on things they don't, stimulating curiosity and maintaining interest — and, in turn, respecting clinicians' valuable time that could be better spent on the floor. While well-designed content will hold its own, it doesn't hurt to have an algorithm on your side, too.



EASY AUTHORING

Online learning has a great deal of benefits in terms of the learner experience, but it also provides content authors a great deal of support, too.

A major benefit of incorporating an online learning platform is easy content conversion and creation. Convert any existing training material or create a new-and-improved curriculum with the help of a support team of subject matter experts. Some online learning platforms have authoring capabilities that leverage AI tools to make the content creation process that much faster.



Moreover, a platform that collects learner data can let you know if your content is landing with learners or if they are struggling to grasp certain topics, skills, and ideas. A high struggle rate may indicate that it is time to update or refine training content. Gain insights where you didn't have them before to continue to develop your training content.

ACTIONABLE ANALYTICS

Online learning has the potential to unlock insights into the minds of your employees. But learner analytics are only helpful when they're actionable. They can be used to offer personalized guidance to employees and inform training and development strategy.

As an adaptive algorithm detects and corrects knowledge gaps, it can also report back to leaders and instructors for insight. Analytics show your instructors precisely where there was struggle so they can offer individual guidance. They can actually see where and when their learners struggled. Instructors can use analytics to transform training into coaching.



Chapter 6: Measuring Success and ROI in Blended EHR Training

Evaluating the return on investment (ROI) of a blended EHR training program is essential to assess its effectiveness and identify areas for improvement. To measure the success of the program, healthcare organizations should focus on key performance indicators (KPIs) that demonstrate the impact of blended learning on both clinician satisfaction and organizational outcomes.

Organizations are focused on these three metrics to determine training success:

- Time savings (and associated cost savings)
- Proficiency increase
- Clinician satisfaction

Case #1 - Clinician Satisfaction & Time Savings at Providence —

BACKGROUND

Providence pivoted from in-person, instructor-led EHR training to centralized, online, adaptive learning with Amplifire in 2022 to solve the existing challenges:

- Onboarding was one size fits all
- No available learner analytics
- In-person training not scalable
- Existing training was costly

STUDY

1,478 Providence nurses completed Amplifire EHR training in Q1 2023.

“It just works.”

LINDSAY COFFMAN,
MAIOP, Interim Director,
Clinical Informatics Education
& Adoption at Providence
Health & Services
on Amplifire

RESULTS

Satisfaction scores increased over the first 6 months of Amplifire implementation. By using learner analytics to pinpoint where new clinicians were struggling, Providence was able to modify the curriculum to yield a higher learner satisfaction score. Feedback from inpatient RNs includes:

- “I thought this was fantastic training. I’ve been super impressed!”
- “This is the best Epic training online that I have ever done. I wouldn’t change anything.”

Training time decreases significantly after introducing Amplifire within their blended learning environment.

- 41-48% reduction in training time
- **ROI:** \$667,317 dollars saved in Q1 2023 for inpatient nursing roles alone

BACKGROUND

UCHealth's goal in incorporating Amplifire's adaptive learning platform was to test online learning against classroom learning for proficiency outcomes. They wanted to innovate their training program with a blended learning approach, and wanted to what role online learning could play.

STUDY

426 inpatient and outpatient providers received an Amplifire course in three modules covering the EHR system — developed by UCHealth subject matter experts with the help of the Amplifire content team — for one year.

RESULTS

To commit to the transition to blended learning that utilizes online learning, leaders need to know if the training works. Are clinicians more proficient in the EHR following training? When compared to the classroom-only control group using a built-in proficiency analysis tool, Amplifire learners demonstrated:

- Faster rate of increase in proficiency scores
- 19% Higher average proficiency level

In addition to significant proficiency gains, UCHealth greatly reduced training time. Where training had previously taken eight hours, it now takes just over one hour to complete.

- Training time decreased by 87.5%
- **ROI:** Based on clinicians' salaries, the time savings translates to about \$1.45M annual savings

“If we were able to get them through the Amplifire module rather than get them through the classroom, it's a \$1.45 million cost savings. The numbers we are seeing here are conservative. We are actually seeing much greater ROI.”

Chapter 7: Overcoming Challenges and Ensuring Adoption of Blended Learning

In healthcare, process change is complex, making stakeholders wary when it comes to EHR education change and implementing blended learning. To ensure successful adoption, address concerns effectively and gain buy-in.

To ensure long-term sustainability and improvement:

- **Ongoing Evaluation:** Regularly assess the program's effectiveness through feedback surveys and metrics. Implement necessary changes based on the data.
- **Professional Development for Instructors:** Provide ongoing training to instructors, encouraging them to refine content and delivery methods.
- **Teamwork:** Foster a culture of collaboration among clinicians and instructors. Encourage sharing of successful experiences and best practices.
- **Collaboration and Knowledge Sharing:** Connect with like-minded organizations to share data and best practices. Share courses and benefit from a network of subject matter experts, such as in an [Alliance model](#).
- **Flexibility and Adaptability:** Remain flexible in adapting the program to changing needs and challenges, incorporating new technologies and methodologies.
- **Celebrate Success:** Acknowledge and celebrate achievements of learners and instructors adopting the blended learning approach for motivation and further engagement.

“Prior to deploying Amplifire, our nursing training had been 12-16 hours in the classroom. On the inpatient side, we have reduced that to an hour of eLearning and 4 four hours of classroom skills lab. Nurses are now back on the floor in five hours as opposed to two days.”

Sally Carlson,
Director,
IS Communications & Training
Mass General Brigham



Let's talk about how to build a blended learning strategy to maximize your EHR training investment.

w: amplifire.com

e: hello@amplifire.com

p: 720-799-1319

