Innovation Unleashed!

POST-SUMMIT RECAP

2025
Healthcare Alliance
Virtual Summit



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Thank you for joining us for the 2025 Healthcare Alliance Virtual Summit, where innovation, collaboration, and progress took center stage—and were *Unleashed!*

Thank you to our Keynote speaker and Alliance members for joining us to showcase the *incredible* work happening across the growing Healthcare Alliance community.



The Promise of Generative Al

Aligned with our theme of **Innovation** *Unleashed!*, a thought leader in the use of Al in healthcare opened this year's Virtual Summit. Lindsay Mico, Head of Data Science at Providence, shared insights based upon his extensive expertise and an example of Providences' effective and practical application of Al.



Polymath data scientist and transformational executive leader working to solve the hardest problems in healthcare. Unparalleled ability to communicate complex technical, strategic, and visionary concepts to foster alignment and drive engagement across multidisciplinary teams and leadership. Core technical strengths include the use of systems and data science to identify and influence points of leverage in complex adaptive systems. Excels at extracting meaning from messy real-world data, translating business objectives into technology solutions, cloud architecture within the constraints of complex regulated environments, and the leadership of exceptionally productive teams. Currently advising startups seeking to transform healthcare with artificial intelligence.

To watch Lindsay Mico's presentation, click here.



••• The Challenge

As health systems struggle to solve growing workforce challenges and compete in a rapidly evolving industry, they cannot afford to rely on outdated compliance training that exhausts too much of their staff's valuable time. Mercy Health recognized the need to modernize their legacy compliance training to stay ahead.

Using Amplifire's Workforce Development courseware as a blueprint, Mercy conducted a pilot study with a custom-built, single-module course using topics and questions based on their unique compliance requirements, then based on the results from the pilot, then rolled out a large-scale implementation for all of their employees. Their objective was to ensure their staff was up-to date with the latest regulatory measures, achieve proof of compliance learning, improve the learning experience, and significantly reduce learning time.

Transforming Compliance Training

Mandatory Compliance Training Pain Points

- · Extremely time consuming
- Not tailored to what learners already know and don't know
- Often serves to simply "check the box"



Improvements to Training Methodology & Content

- Only mission-critical content included, with denser regulatory language integrated as linked resources
- Material customized to clinical vs. nonclinical team members
- Algorithm updated to "one correct answer to master" – No penalty for confident/incorrect
- · Questions set in order, not randomized

Snapshot of their results:

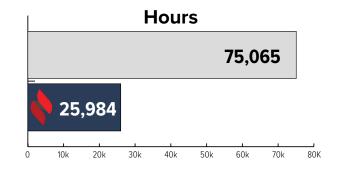
●●● System-Wide Rollout across 42,894 learners

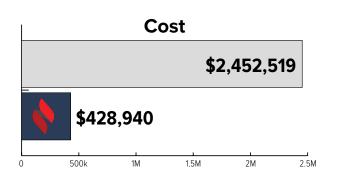
2-Month

data collection period (Nov 15, 2024 – Jan 15, 2025)

2 Courses

clinical and non-clinical





Over **49,000 hours** of training time saved
Over **\$2M** net cost savings associated with reduction in training time

Learners answered two thirds of the compliance questions correctly on the first try, allowing them to bypass the instructional content on those topics



Angelina Sherman, RN, MSN

"With our last session of regulatory training which we did for this year between the time of December and January, we went ahead and we rolled this out ministry wide. And what we found is that we saved over 49,000 hours in training."

"Everyone knows compliance and regulatory training isn't the funnest thing to do. You do it because you have to. It's important to patient safety. You want to make sure people have the knowledge they need to to deliver quality care."

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Nursing Professional Development Specialist, Labor & Delivery/Antepartum Nursing Professional Development Specialist, Postpartum

• • • • The Challenge

Prior to 2024, Allegheny Health Network (AHN) had adopted a one-size-fits-all platform for obstetrics (OB) risk reduction training that they quickly recognized as failing to address the needs of individual clinical roles. The training platform lacked adaptability, requiring all clinicians to complete the same training content regardless of their prior knowledge or experience. This not only resulted in inefficient use of clinician time but also compromised the effectiveness of training. Tracking learner progress and identifying areas of struggle was a complex and time-consuming process and was not customized to the individual learners.

•••• The Journey & Impact

OB subject-matter experts at AHN collaborated with Amplifire's instructional designers to roll out customized risk reduction training content to reflect the unique practices and protocols of their facilities—something that was not possible with the previous training platform being used. By customizing the learning materials within their specific workflows, clinicians were able to engage with content that directly applied to their practice, significantly enhancing retention and respecting their prior expertise.

AHN shared the results of the training effectiveness, including a 99% positive score when learners were asked to rate the effectiveness of the training.

Emily Hempel, MSN, RN, RNC-MNN, C-EFM, NPD-BC,

"We can now identify areas where additional support is needed for our team and provide that support so that everyone has the best training experience possible."

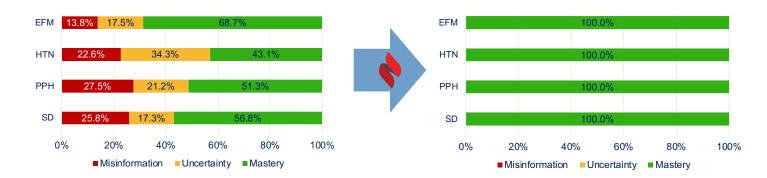
Snapshot of their presentation:

Amplifire Implementation

- OB SMEs partnered with Amplifire's instructional designers to customize all training content to apply to our learner roles and our organization
- Ability to customize was not a feature we had before, and allowed our learners to truly learn how we do things here and retain information relevant to their practice

• • • • Impact and Experience





66

Feedback from Learners

"love this learning style!"

"I like the fact that I only have to repeat what I did not get correct the first time."

"I REALLY LIKED THIS ACTIVITY"

"I will definitely be able to write better progress notes for the post-partum patients concerning course of delivery" "thought this was wonderful!"

"Very good module"

"I will be more accurate in communicating NST findings"

"Was very nice very informative"

"I will carry this knowledge to the workplace"

"Excellent course"



Informatics Education Director

Informatics Education Manager

• • • • The Challenge

Healthcare systems often face the dual challenge of rapidly onboarding staff while minimizing the strain on instructors. Stanford Health Care was no exception, seeking a training solution to accelerate onboarding for clinical staff, reduce instructor workload, and improve the learner experience. A key requirement was seamless integration with their existing technology ecosystem, including workflow automation software ServiceNow.

• O • The Journey

Stanford Health Care implemented a blended learning approach, combining Amplifire, Rise, video content, and classroom sessions into a streamlined onboarding program. This innovative strategy was designed to reduce training time, particularly for clinicians with prior Epic experience. The program initially focused on courses for Inpatient Nurses with Epic experience, and providers in ambulatory, inpatient, oncology, emergency, and surgery specialties.

Through the integration of Amplifire with ServiceNow, Stanford transformed its training follow-up process, enabling instructors to target specific learner challenges identified during onboarding. This data-driven approach not only enhanced deployment efficiency but also improved the overall learning experience for staff.

Lacey Jensen, RN-BC, MN

"One of our biggest challenges was identifying learners early and providing that timely support by integrating Amplifire and ServiceNow. We automated the process, flagging high struggle scores, generating requests and connecting our learners with the right resources beyond automation."

Snapshot of their integration:

• · • Project Rationale & Approach

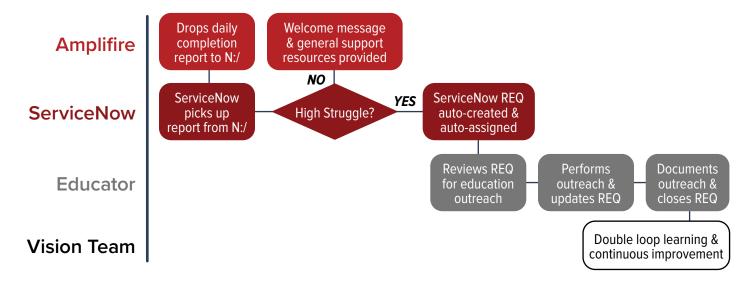
Why This Project?

- Accelerate onboarding with personalized, data-driven education
- Automate workflows for efficiency and seamless integration
- Enhance learner readiness and align with SHC's mission of excellence

What We Did ...

- Adopted Amplifire for adaptive learning and insights
- Integrated with ServiceNow for automated education requests
- Created tailored knowledge resources to support Epic education
- Monitored progress and collaborated across teams to drive success

●○●● ServiceNow Integration



●○●● Key Results & Next Steps

Key Results

- 50% decrease in total training time
- 20-30% savings in education processing time
- 13% increase in knowledge base article impressions
- Seamless integration of supplemental resources
- · Optimized data analysis
- Adaptable solution for evolving organizational needs

Next Steps

- Advanced analysis of education requests via use of GenAl
- Enhanced identification of knowledge gaps
- Improved mapping of learner needs
- Proactive delivery of tailored education content
- Commitment to continuous improvement

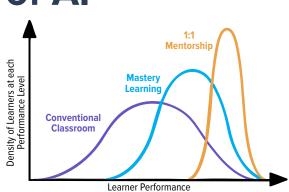
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Commentary on Amplifire CEO Importance & Impact of Al

Bob began by discussing the Bloom's 2 Sigma challenge, which shows that one-on-one tutoring is much more effective than classroom training. While Amplifire has already achieved over a one-sigma improvement with adaptive learning, Bob raised the question: can Al scale to match one-on-one tutoring?

Amplifire has made progress toward this goal, securing three patents for its developments in AI, including for a controlled AI tutor designed



for healthcare education. Burgin gave a preview of the AI tutor in development. The AI Tutor is trained on healthcare knowledge and brain science principles, aiming to achieve a greater than one sigma improvement in learning by providing every learner with a highly controlled AI tutor for personalized, one-on-one learning, backed by brain science.

Burgin and Nick Hjort, Chief Product Officer, are currently getting customer feedback on the Al tutor prototype.

If you are an Alliance member and interested in participating in a feedback call, please fill out this form.



New templates created in 2024



Clinical/Operational

30

Including

- Ambulatory Security
- Asthma
- Wound Care
- Point of Care Labs
- Maternal Health Equity
- Ultrasound Guided IVs
- HRO/SGC Re-Qualification
- Joint Assessment
- And more...



Nurse Competency

12

Including

- · Nurse Charting
- Communication and
 DEL
- Suicide Prevention
- NPSG
- GapFinder: ED
- GapFinder: Med/Surg
- And more...



Epic/RCM

22

Including

- Epic: Inpatient Behavioral Health Therapist
- Epic: Lumens Nurse
- Epic: Urgent Care Provider
- Acute Therapist
- Dietician
- Cardiologist
- Patient Verification
- And more...

THANK YOU TO THE HEALTHCARE ALLIANCE COMMUNITY



Alameda Health System
Allegheny Health Network
Atrium Health
Cedars-Sinai Health System
Children's Hospital Colorado
Cleveland Clinic

CommonSpirit Health
Community Health Network

Froedtert & The Medical

College of Wisconsin

Hamilton Health Box

Houston Methodist
Intermountain Health
Lehigh Valley Health Network
Mass General Brigham
MedStar Health System

Mercy

Nuvance Health

Ochsner Health System

OU Health

Providence

St. Peter's Health Partners

Stanford Health Care
Tampa General Hospital

Texas Health Resources

UCHealth

UCLA Health

UCSD Health

UMass Memorial Health Care

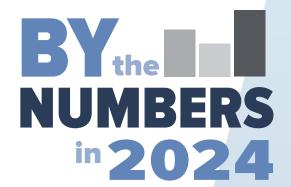
UW Medicine

VCU Health

Veteran's Administration

WellStar Health System





396,328 number of courses completed

Top 3 coursecomplete Learners

- Compliance and Privacy
- Workforce Management
- Annual Regulatory Education-Inpatient/Outpatient Clinical Staff

Mercy

Ochsner

Top 3 courses with most CHM*

- Workforce Management
- CLABSI Prevention Mini Module
- SSI Surgical Floor

2024

2,469,003

number of corrections of CHM



*Confidently Held Misinformation™ (CHM) are instances are when people are confident that they are right, but they are actually wrong. This type of misinformation is particularly dangerous because if a provider is confident but incorrect, they will act, leading to errors or inefficiencies.

Providence uchealth

Texas Health
Resources*

Upcoming Events

Are you attending one of these events? Let us know!

Feb 16-19 **VIVE**

March 3-6



March 30-April 2



April 7-9



April 28-May 1



May 7



May 19-21



June 2-4







