Case Study

Ochsner Health's Training Transformation with Amplifire for Onboarding, Go-Lives & Ongoing Training 2025

July 2025

Ochsner Health   **amplifire**

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Ochsner Health's geographical expansion led to difficulties reaching all EHR users in person for EHR education, so the organization turned to Amplifire's e-learning platform to enhance the onboarding, new go-live, and ongoing EHR education experiences.

Cost to Implement	Implementation Timeline	Scope	Impact
No cost	**0–6 months**	Targeted	Minimal
Onetime cost	7–12 months	Moderate	**Moderate**
Budgeted cost	13–24 months	**Broad**	High
Board-approved cost	>2 years		

Collaborative-Verified Best Practices

Creating EHR mastery		Creating shared ownership		Creating clinician efficiency		Creating clinician wellness	Building a technological foundation
☑ **Onboarding EHR education**	☑ **Ongoing EHR education**	☐ Clinician relationships and communication	☐ Governance	☐ Clinical data intelligence	☑ **Personalization**	☑ **Reducing burnout**	☐ System reliability and response time

Program Goals

- Transition a portion of go-live, onboarding, and ongoing EHR education to effective web-based learning for all EHR end users

Keys to Success

- Gathering feedback on new e-learning initiatives to improve future applications
- Adjusting training team staff and roles to meet EHR education needs, coupled with providing a new e-learning platform and keeping content updated
- Establishing a clear vision for EHR training teams that aligns with the organization's EHR education goals
- Adopting a strategic plan for the adoption and maintenance of web-based learning
- Utilizing the organization's training team to develop and maintain relationships with clinical end users
- Piloting a project to assess impact and possible adjustments prior to making a complete change to ongoing EHR education

Organizational Outcomes

- Providers using Amplifire's system score in the 90th percentile for agreement that ongoing EHR education is effective (benchmarked against all organizations in the Arch Collaborative)
- Providers using Amplifire's system saw 13 percentage-point increase in agreement that ongoing EHR education is effective
- Amplifire users in a newly acquired region score in the 92nd percentile for agreement that Epic designed a high-quality EHR; non-Amplifire users in the same region score in the 23rd percentile (benchmarked against other new Epic implementations measured within three years of the go-live)

Select EHR Education Metrics & Benchmarks—Ochsner Health
Providers using Amplifire

Percentage of providers that agree

Ongoing training is effective (n=159)

69%

0%   100%

Rank compared to:

Percentile scale
1–25   26–50   51–75   76–100

Overall Arch Collaborative
(n=190 organizations;
provider responses only)

Other Epic customers
(n=122 organizations)

Other large health systems
(n=38 organizations)

| 90th percentile | 92nd percentile | 94th percentile |
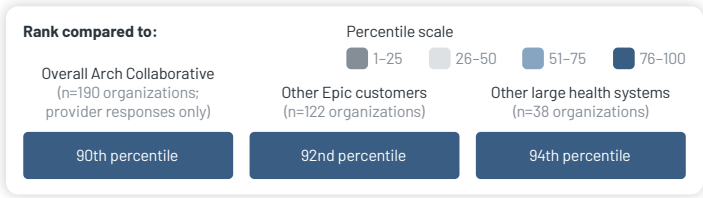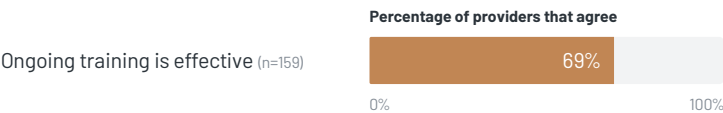
Agreement That Ongoing EHR Education Is Effective—Before vs. After Using Amplifire
Provider repeat respondents only (n=43)

■ 2022 (before adopting Amplifire)   ■ 2024 (after adopting Amplifire)

52%   65%

0%   100%
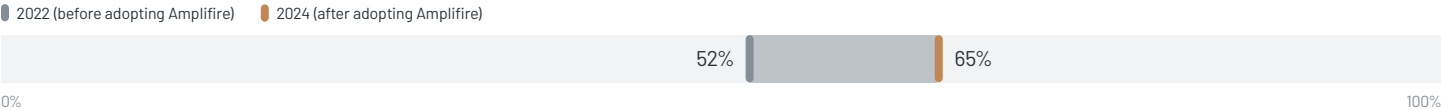
Agreement That EHR Vendor Has Designed a High-Quality EHR—Newer Epic Implementations
Organizations that have implemented Epic within three years of measuring (n=14 organizations)

Organization A

Ochsner providers **using** Amplifire — **62%** (n=240) 92nd percentile

Organization B

Organization C

Organization D

Organization E

Organization R

Organization G

Organization H

Organization I

Ochsner providers **not using** Amplifire — **48%** (n=52) 23rd percentile

Organization J

Organization K

Organization L

0%   100%
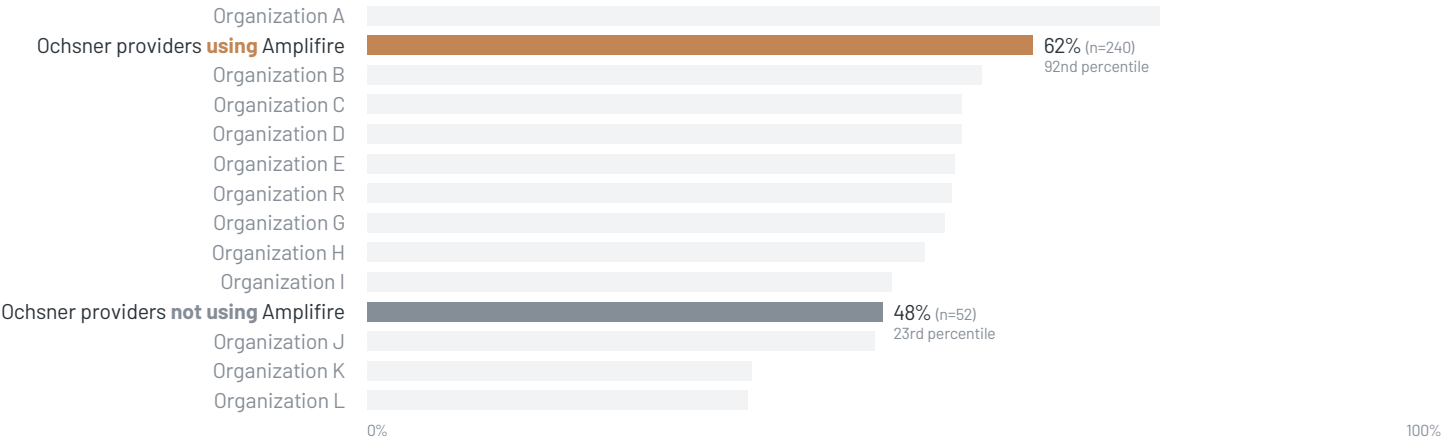
What Ochsner Health and Amplifire Did

Ochsner Health (Ochsner) implemented Amplifire's platform to transform parts of their existing EHR education into self-directed e-learning intended to supplement and reinforce existing in-person EHR education. Ochsner first implemented Amplifire's platform for clinicians from a newly acquired hospital system (these clinicians were new to adopting the Epic EHR). Ochsner then began using Amplifire's platform for other types of EHR education (e.g., onboarding, annual personalization sessions, and specialty-specific EHR workflow education).

How Ochsner Health & Amplifire Did It

Creating a Sustainable Onboarding Structure

Before Ochsner implemented Amplifire's e-learning platform, 85% of the organization's training programs were in-person, instructor-led sessions, with the rest following a web-based format. The organization's trainers traveled across six states in the southern US to conduct all go-live and new-hire onboarding courses in person.

This expansive footprint, coupled with continual growth, necessitated a shift to a more sustainable, web-based model, a shift that was further accelerated by the COVID-19 pandemic. Ochsner's initial attempts to convert instructor-led courses into web-based versions did not meet the needs of their clinicians—in 2020, just 17% of Ochsner's providers reported in the Arch Collaborative EHR Experience Survey that they felt proficient with the EHR. Ochsner then set out to evaluate solutions that could take their web-based learning to the next level while driving greater clinician proficiency.

When Ochsner assessed web-based training options, they recognized that Amplifire's platform aligned with their go-forward, web-based learning strategy. Amplifire's adaptive e-learning platform can be used to manage existing EHR education content or create new content. The platform uses an algorithm to identify learners' preexisting knowledge to provide precision learning adapted to their individual needs. Amplifire provides the organization with analytics on individual- and system-level gaps and the ability to leverage and publish peer-developed templates. Ochsner has seen positive outcomes from Amplifire, including reduced training time, improved patient outcomes, and happier, more capable clinicians.

Implementing Amplifire's System at Ochsner

Ochsner made the decision to purchase Amplifire's system in fall 2021. To support the new platform, the organization added five learning-experience designers to their IS training team, promoting three individuals internally. After Ochsner's learning-experience designers completed Amplifire's certification to become content creators, they began building courses within the platform to prepare for a newly acquired hospital system's go-live with the Epic EHR.

The initial course-building process in Amplifire's system was mainly focused on transferring Ochsner's existing go-live training to the new platform. The organization began pre-go-live training with end users at the beginning of 2022, and three months later, Ochsner's newly acquired site went live with the EHR. A few months after the go-live training, Ochsner's training team asked clinicians what could have been improved and then used the feedback to identify lessons learned and improve their future approach. This exercise showed that Amplifire's system helped shorten initial training time and confirmed that Ochsner could have done more work up-front to maximize its success. This in turn helped to guide Ochsner's ongoing use of the platform to increase its impact.

Initial Training

On average, Ochsner has 900 new-hire or role-transitioning learners each month. The organization currently uses a hybrid approach for training new hires—individuals first go through instructor-led courses and then are assigned post-

class e-learning courses to reinforce the material. Ochsner believes holding instructor-led courses is important for building relationships and providing hands-on assistance. Oschner will continue to offer these courses, along with supplemental e-learning materials, in the future. Learners have access to over 100 web-based courses—40 of these were created using Amplifire's system, while the rest are made up of various educational materials from different software solutions (e.g., Epic screenshots, PowerPoint slides, and various interactive content-creation solutions).

By incorporating more web-based training, Ochsner has the flexibility to offer shorter, more digestible courses instead of longer blocks of training that cover a lot of information at once. Ochsner has found e-learning to be most effective for new hires who have used Epic's EHR at a prior institution and who mainly need to learn organization-specific workflows and processes. New hires must complete Epic training prior to accessing the EHR; however, different roles are assigned different course methods based on previous Epic experience and clinicians' individual preferences. Certain courses, such as view-only courses or courses for ambulatory technicians or nursing assistants, are available only in web-based format. Providers are sent an email and work with Ochsner's professional staffing services team to determine whether they prefer instructor-led training or e-learning. Agency and vendor nurses are assigned e-learning courses unless they express a lack of Epic knowledge and prefer instructor-led courses. Nurses hired by Ochsner are assigned instructor-led courses unless they voice to their recruiter that they are familiar with Epic and prefer e-learning.

Amplifire's system offers more flexibility for providing agile, realistic EHR training for new hires, and since the implementation of Amplifire's system, new-hire Epic access is now granted one day earlier. Ochsner's training team collects evaluations after new health systems go live and after new-hire training, and the team has seen end-user evaluation scores increase over time. Ochsner's Arch Collaborative measurement in 2024 showed that new hires using e-learning saw a 21 percentage-point increase in agreement that the initial EHR education prepared them well.

Ongoing Training: Transitioning Annual Personalization Sessions to Self-Paced E-Learning

Ochsner has historically offered providers annual personalization sessions (APSs) in the form of virtual, two-hour instructor-led courses held for small groups based on specialty. These courses were led by the Epic Academy team with the aim of educating providers on features that could enhance their day-to-day workflows, increase efficiency, and reduce time spent in the EHR. These courses covered four main topics: clinical review, notes, In Basket, and orders. However, the Epic Academy support team was unable to connect with every

provider annually, and Ochsner's 2022 Arch Collaborative EHR Experience Survey results showed that provider burnout was associated with time spent in In Basket. Based on this data, Ochsner decided to use Amplifire's system to transition the In Basket course into a self-paced e-learning module.

Ochsner targeted all ambulatory provider specialties, including OB, medical specialties, and surgical services areas. They spent three months developing the self-paced module, which not only has the ability to reach more providers but also takes providers on average only 14 minutes to complete. A downside of the self-paced module is that there are no real-time customizations in the EHR, something that is addressed in the instructor-led courses.

Ochsner launched the pilot at the beginning of 2024, and after five months, 1,112 ambulatory providers had completed the course. The course was a success, and Ochsner expanded their use of Amplifire's system by creating courses for the other three topics—clinical review, notes, and orders—for hospital medicine, ambulatory, medical specialties, emergency medicine, OB, and surgical services specialties. Transitioning the APS program to self-paced modules took 11 weeks. During this phase, the Epic Academy Provider Efficiency Program (PEP) team created and reviewed current course content (taking 4 weeks to create it and 5 weeks to review it), attended Amplifire course training where they learned how to input courses into Amplifire's system, and then created courses within the system (2 weeks).

In Ochsner's 2024 measurement with the Arch Collaborative, repeat respondents who reported using the web-based learning platform saw a 13 percentage-point increase in agreement that ongoing EHR education is effective. Moving forward, Ochsner plans to launch all APS course topics for their providers through Amplifire's system.

Key Players

IS Training Team

At Ochsner, the IS training team's vision is to encourage job confidence utilizing innovative learning solutions focused on autonomy and user efficiency. This vision statement drives the team's decision-making around EHR-related education and communication methods.

Ochsner's IS training team covers the following areas:
- Training for all Epic courses that grant end-user access to the EHR
  - New-hire EHR onboarding and transfer training
- EHR education content creation and maintenance
- Application and facility deployments

The team includes 33 members who support over 40,000 end users:
- 17 trainers credentialed in multiple Epic applications and responsible for end-user training on Ochsner's foundational Epic curriculums, web-based module assignment and completion tracking, and management and troubleshooting of education-based help tickets
- 12 instructional designers/principal trainers who develop training strategies and design, build, and maintain training curriculums, including both in-person and web-based modules
- 4 learning-experience designers, who were added to the team to build training content in the Amplifire system

Ochsner's Epic Academy Team

Ochsner's Epic Academy team acts as a key bridge between clinicians and the IS training team, driving end-user communication about Epic and elevating end users' voices when it comes to changes to their EHR. The Epic Academy team includes IS Epic specialists, nursing informaticists, imaging specialists, and PEP team members. The team's core responsibilities and guiding principles include the following:
- **Developing and maintaining relationships:** Acting as primary on-site support for all Epic users by rounding frequently and providing daily troubleshooting
- **Communicating with end users:** Providing communication and education for any new moderate- to high-impact Epic workflow changes
- **Giving the end users a voice:** Understanding Epic's integrated workflows and their impact on end users' roles and serving as project liaisons between end users and EHR analysts
- **Seeking out opportunities for optimization:** Using Epic application knowledge and efficiency metrics to seek out potential optimization and end-user efficiency opportunities

Lessons Learned: Key Advice on Implementing a Web-Based EHR Learning Platform

Before implementing a new web-based training platform, Ochsner emphasizes the importance of first getting buy-in from the internal training teams and other operational team members to bring overall awareness to other initiatives that may be happening simultaneously. If other major initiatives are planned for a similar time, the organization suggests staggering the web-based EHR learning implementation with other prioritized changes to create space and time for appropriate resources, education, adoption, and alterations as needed.

Collaboratively creating an effective strategy for web-based EHR learning from the get-go is imperative. Involvement from operational leaders, training teams, and end users helps create alignment on what current content is appropriate for this

method, what content could be created and offered via e-learning in the future, and where there are gaps in EHR training that need to be filled in other ways that leverage different resources. Having a standard way of collecting feedback on the EHR training from end users is key to the strategy as this information provides insight for future adjustments.

Ochsner recommends being patient during the process, noting that keeping a pulse on individual training team members' workloads and on overall training quality is important. Oschner also recommends giving the organization ample time to implement Amplifire's system (six to nine months) to create space for the training team's education on the Amplifire technology, to collect operational-leadership and end-user feedback on content created, and to iron out any issues that may arise during that process.

Report Information

Maximize your clinicians' EHR experience.
To participate in the Arch Collaborative, go to engage.klasresearch.com/klas-arch-collaborative.

What Is the KLAS Arch Collaborative?

The Arch Collaborative is a group of healthcare organizations committed to improving the EHR experience through standardized surveys and benchmarking. To date, over 300 organizations have surveyed their end users and over 500,000 clinicians have responded. Case studies such as this one are intended to highlight success stories and best practices that other Collaborative members can potentially replicate at their own organizations.

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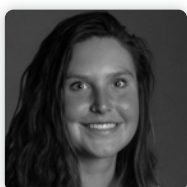
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KLAS RESEARCH

Our Mission
Improving the world's healthcare through collaboration, insights, and transparency.

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