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# CUTTING PAJAMA TIME IN HALF

How LVHN, part of Jefferson Health, boosted efficiency and retention through personalized learning

Case Study at **Lehigh Valley Health Network**

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LVHN, part of Jefferson Health, sought to elevate their clinician education program to ensure greater efficiency, retention, and preparedness. Through creating separate tracks for beginners and experienced Epic users, combining in-person and eLearning by implementing Amplifire, they achieved significant improvements within clinician's Epic efficiency and overall clinician satisfaction.
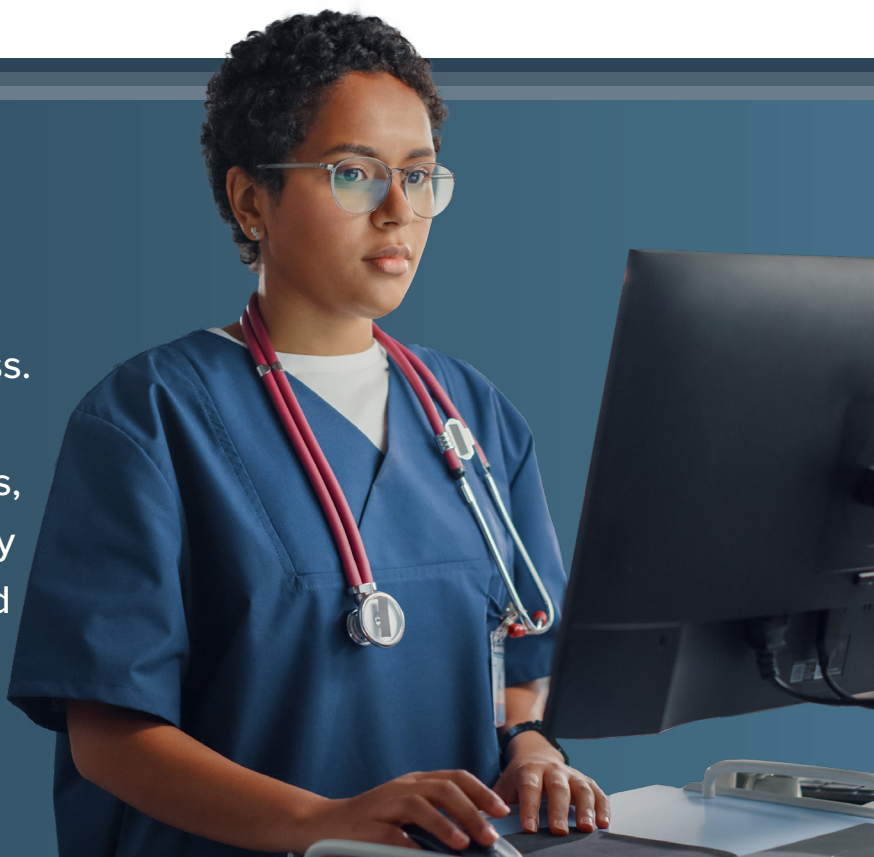
GOALS

- Enhancing clinician retention and preparedness.

- Improving efficiency with Epic systems.

- Offering a customizable and engaging learning experience to cater to both beginners and experienced clinicians.

KEY OUTCOMES

- 17% increased chart search usage for Family Medicine/ Internal Medicine Clinicians and 10% increased chart search usage for Express Care Clinicians.

- 51.65%-time savings in daily pajama time for Family Medicine / Internal Medicine Clinicians and 51.03%- time savings in daily pajama time for Express Care Clinicians.

BACKGROUND

LVHN, part of Jefferson Health, identified a need to modernize their clinician training programs. They knew that traditional, one-size-fits-all training wasn't working. Long, in-person sessions and rigid formats left clinicians either overwhelmed or disengaged. Making a complete shift to eLearning wasn't the answer either — it risked alienating providers who needed in-person support. The organization aimed to create a blended and engaging educational experience that respected clinicians' time while enhancing their skills and efficiency with Epic systems.

SOLUTION: A TAILORED, DATA-DRIVEN APPROACH TO ONBOARDING AT LVHN

LVHN implemented a blended and multimodal approach that met learners where they were — whether beginners or experienced Epic users — and ensured every provider received the right level of support. They established two distinct learning tracks: beginner and experienced.

New Epic users started with foundational content delivered through the LMS — setup guidance and short videos on common workflows. From there, they moved into hands-on simulations that mirrored day-to-day tasks. Building on this groundwork, they leveraged Amplifire's adaptive learning and assessments to drill down on knowledge gaps, surface Confidently Held Misinformation™ (CHM™) and reinforce key workflows. The final stage? Personalization — live support to tailor the Epic interface based on individual preferences and behavior.

More seasoned providers skipped the foundational content and jumped straight into Amplifire. The platform reinforced critical workflows, identified gaps in understanding, and flagged CHM™. Personalization followed, based directly on struggle data — so each provider received focused coaching on areas where they needed the most support.

"I love that I was able to do the experienced track given that I'm very familiar with epic. The experienced track allowed me to focus on just the areas I needed more training which made it a quicker and much more useful process! The team was also extremely helpful! I'm very happy with the overall process."
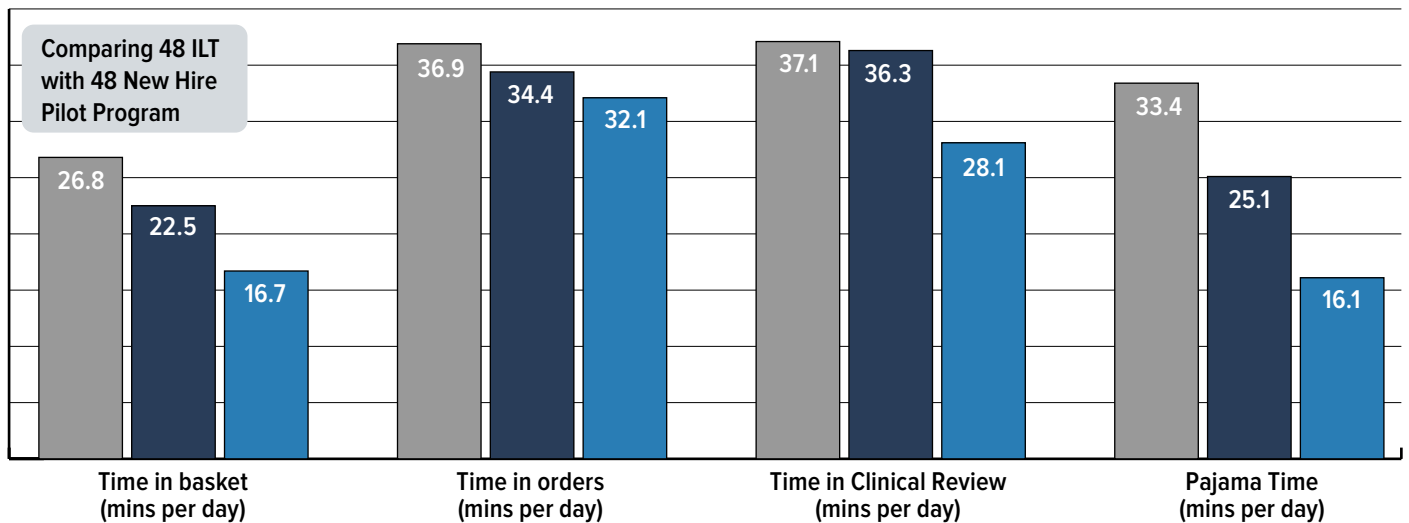
—LVHN Learner

Amplifire's insights became a cornerstone of LVHN's training evolution. After the pilot program was complete, tweaks and improvements were made to the New Hire program based on Amplifire's proprietary Struggle Report and CHM™ data that revealed inconsistencies in how key topics were being presented. In a world where feedback often comes in the form of anecdotes, LVHN leveraged real-time learning data to continuously refine its training — ensuring clinicians weren't just completing modules but truly mastering them.
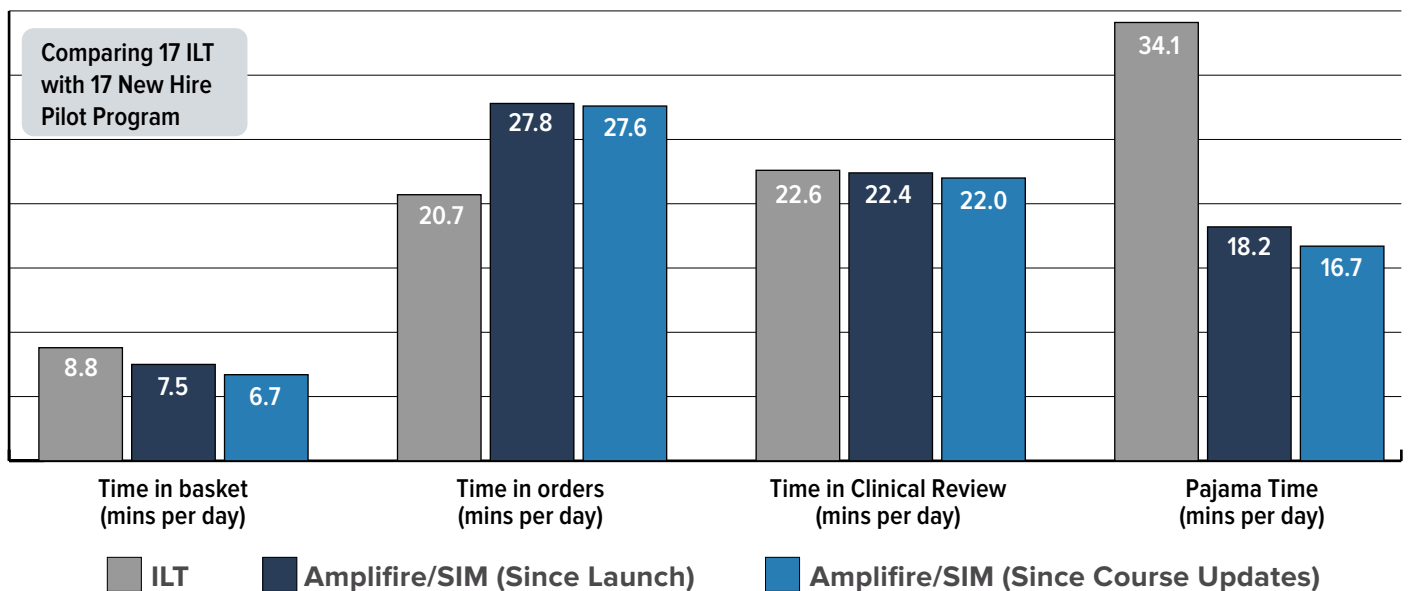
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RESULTS

The outcomes of the Amplifire implementation were evident throughout their Signal data. Clinicians reported a 17% increase in chart retention rates and a 23% improvement in search usage efficiency, reflecting enhanced retention and operational performance. The program also led to meaningful time savings, with clinicians spending less time on routine tasks such as In Basket management and order processing. Most notably, LVHN saw a 51.65%-time savings in daily pajama time for Family Medicine/Internal Medicine Clinicians and a 51.03%-time savings in daily pajama time for Express Care Clinicians.

SIGNAL DATA: FAMILY MEDICINE/INTERNAL MEDICINE CLINICIAN   9/29-10/26

Comparing 48 ILT with 48 New Hire Pilot Program

	Time in basket (mins per day)	Time in orders (mins per day)	Time in Clinical Review (mins per day)	Pajama Time (mins per day)
ILT	26.8	36.9	37.1	33.4
Amplifire/SIM (Since Launch)	22.5	34.4	36.3	25.1
Amplifire/SIM (Since Course Updates)	16.7	32.1	28.1	16.1

SIGNAL DATA: EXPRESS CARE CLINICIAN   9/29-10/26

Comparing 17 ILT with 17 New Hire Pilot Program

	Time in basket (mins per day)	Time in orders (mins per day)	Time in Clinical Review (mins per day)	Pajama Time (mins per day)
ILT	8.8	20.7	22.6	34.1
Amplifire/SIM (Since Launch)	7.5	27.8	22.4	18.2
Amplifire/SIM (Since Course Updates)	6.7	27.6	22.0	16.7

ILT   **Amplifire/SIM (Since Launch)**   **Amplifire/SIM (Since Course Updates)**

Feedback and survey responses indicated that clinicians felt more prepared and appreciated the respect shown for their time—underscoring the program's positive impact on both competence and morale.

LESSONS ALONG THE WAY

Initial challenges included adjusting the course content to balance difficulty and engagement. Through iterative edits and data analysis, LVHN refined the program to better meet clinician needs. Key lessons included the importance of ongoing feedback and the adaptability of educational content.

CONCLUSION

The collaboration between LVHN and Amplifire demonstrates how thoughtful innovation in clinician education can drive tangible results in both performance and satisfaction. By embracing a training model rooted in personalization, adaptability, and real-world relevance, they not only improved clinician efficiency with Epic systems but also fostered a culture of continuous learning and support. The initiative has proven that when education respects clinicians' time and leverages the right tools, it becomes a catalyst for both individual and organizational growth.

Building on the program's success LVHN plans to expand the Amplifire initiative to include Pediatrics and explore virtual training options. Documentation is being developed to support scalability, and a new course for IP/OP medicine clinicians is in the pipeline.

As LVHN looks to the future, their commitment to evolving clinician education remains strong. With plans to expand into new departments and explore virtual training opportunities, they're building a foundation for long-term success. Their journey with Amplifire serves as a model for health systems nationwide — a reminder that modern healthcare demands modern learning, and that the best results come when innovation and empathy go hand in hand.