Case Study

From Off-the-Rack to Custom Fit 2025

Transforming Provider Training with Amplifire

November 2025

UC San Diego Health   **amplifire**

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Transforming Provider Training with Amplifire

UC San Diego Health (UCSD) onboards approximately 1,000 new clinicians each year, and each must complete mandatory Epic training within two weeks of their start date. Due to limited staff and a lack of personalization for training, UCSD partnered with Amplifire to implement a high-quality, customized Epic training solution that could meet individual needs and scale efficiently.

Cost to Implement	Implementation Timeline	Scope	Impact
$ No additional budget increase	◔ **0–6 months**	⚙ **Targeted**	⚡ Minimal
$ Onetime cost	7–12 months	⚙ Moderate	⚡⚡ **Moderate**
$$ Increased budgeted cost	13–24 months	⚙ Broad	⚡⚡⚡ High
$$$ Board-approved cost	>2 years		

Focus Areas

Ambient speech Burnout reduction & clinician wellness Clinical data intelligence Clinician relationships & communication EHR governance EHR implementation EHR personalization Measured improvement Nursing EHR success **Onboarding EHR education** Ongoing EHR education Opioid abuse prevention Peer guidance System reliability & response time

Program Goals

- Minimize provider time spent in EHR training by tailoring content to each individual's existing knowledge
- Enhance provider satisfaction with onboarding EHR education
- Scale training efficiently to support clinician hiring and organizational growth
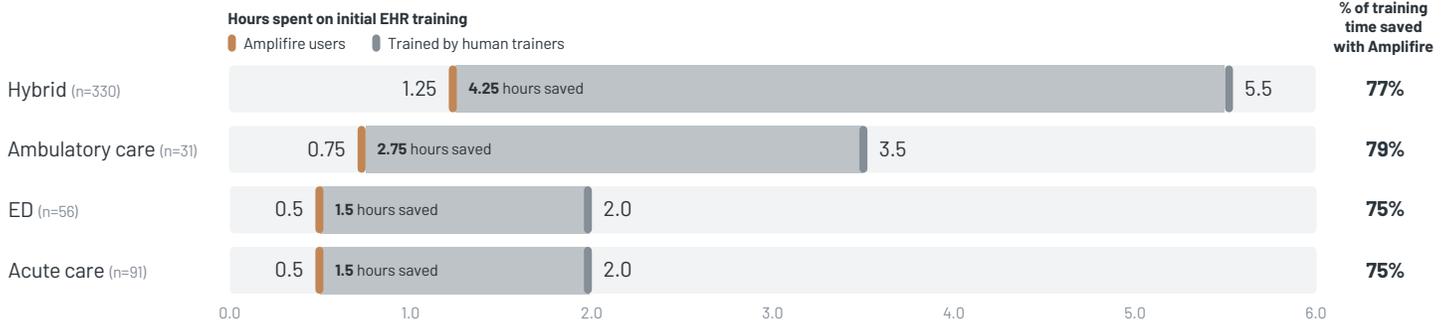- Utilize data-driven insights to continually refine content and close knowledge gaps

Keys to Success

- Engaging clinical and executive leadership early to support change management and secure buy-in
- Leveraging Amplifire's adaptive learning platform to tailor education to clinicians' existing knowledge
- Mapping the curriculum thoughtfully to emphasize high-value EHR skills over general information
- Building a strong partnership with Amplifire to enable rapid deployment and instructional design support
- Using analytics to uncover Confidently Held Misinformation™ and guide ongoing education (costly, dangerous mistakes occur when people confidently believe information that is actually incorrect)
- Repurposing trainer time savings to focus on instructional design and data-informed follow-up training
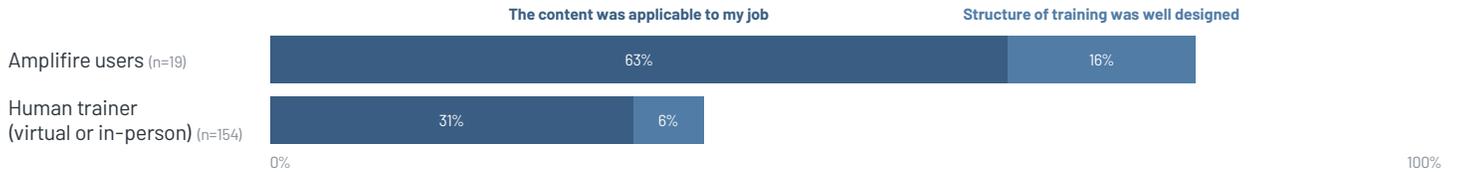
Organizational Outcomes

- 75% or more reduction in provider time spent on EHR onboarding training
- Providers are two times more likely to agree that training was relevant to their role
- Identified and addressed 577 instances of Confidently Held Misinformation™ in the first wave of Epic ED provider training
- Laid the groundwork for targeted ongoing education using learning analytics and microlearning modules

Training Time—Amplifire Users vs. Those Trained by Human Trainers UC San Diego Health; providers only

Hours spent on initial EHR training
■ Amplifire users ■ Trained by human trainers

	Amplifire users	hours saved	Trained by human trainers	% of training time saved with Amplifire
Hybrid (n=330)	1.25	**4.25** hours saved	5.5	**77%**
Ambulatory care (n=31)	0.75	**2.75** hours saved	3.5	**79%**
ED (n=56)	0.5	**1.5** hours saved	2.0	**75%**
Acute care (n=91)	0.5	**1.5** hours saved	2.0	**75%**

0.0   1.0   2.0   3.0   4.0   5.0   6.0

Reasons for Recommending Training—Amplifire Users vs. Those Trained by Human Trainers
UC San Diego Health; physicians and APPs new to organization within three months of survey

	The content was applicable to my job	Structure of training was well designed
Amplifire users (n=19)	63%	16%
Human trainer (virtual or in-person) (n=154)	31%	6%

0%   100%

Note: Learners who had a live human trainer and learners who used Amplifire's platform were asked what aspect of their experience made them most likely to recommend the training.

What UC San Diego Health & Amplifire Did

UCSD set out to solve a persistent challenge: traditional, one-size-fits-all Epic EHR training was increasingly misaligned with the expectations of incoming clinicians. Each year, UCSD onboards approximately 1,000 new providers—roughly 650 physicians and APPs and 350 house staff, including residents, interns, and fellows.

New providers were required to complete mandatory Epic training within two weeks of their start date, with sessions ranging from two to six hours depending on role. While this training ensured baseline Epic competency, it lacked personalization. Many incoming physicians and APPs arrived with prior Epic experience yet were required to sit through generic, introductory training sessions, resulting in little added value and plenty of lost time.

At the same time, UCSD's small training team was stretched thin by supporting weekly new-hire onboarding classes for 20 different roles in addition to Epic upgrades and special projects.

To address these challenges, UCSD partnered with Amplifire, the vendor of a virtual learning platform, to shift from "off-the-rack" training to a tailored, adaptive approach. The goal was to deliver high-quality, personalized EHR onboarding that respects clinicians' existing knowledge, frees time for both learners and trainers, and improves satisfaction and impact.

The training team piloted Amplifire's system with new physicians across inpatient, outpatient, hybrid, and emergency settings, rapidly expanding its use following a successful launch.

How UC San Diego Health & Amplifire Did It

UCSD's journey began with a bold mindset shift: rather than delivering the same content to all providers, the training team prioritized personalized, data-driven learning. After discovering Amplifire at a KLAS Arch Collaborative Learning Summit, the team worked closely with Amplifire to pilot a new onboarding experience for physicians and APPs in early 2024, moving from the concept to the go-live in just 90 days.

The rapid implementation included close collaboration with Amplifire on instructional design, learning objective alignment,

and rigorous curriculum mapping. This intentional effort reshaped the training team's approach, ensuring that only the most critical, high-risk, and problem-prone EHR competencies remained in the core training. Less-essential information was transitioned to tip sheets or microlearning formats.

UCSD also partnered with Tegria to support hands-on instructional design and engaged subject matter experts and physician subject matter experts throughout the implementation, contributing to a smooth and impactful rollout.

A proactive change management strategy, including early leadership engagement, clear communication, and continual feedback loops, was central to the program's success. The training team emphasized to clinicians that Amplifire's platform was not a shortcut but a smarter, more-targeted path to EHR proficiency. Its adaptive technology allowed learners to demonstrate mastery of familiar topics, skip redundant content, and focus on true knowledge gaps. Trainers gained access to detailed analytics on provider performance, including struggle areas and Confidently Held Misinformation™, facilitating timely, targeted outreach.

The results were dramatic: providers achieved the same learning objectives with a 75% or more reduction in total training time—often completing sessions in 30–45 minutes. Amplifire analytics flagged over 500 instances of Confidently Held Misinformation™, facilitating both immediate remediation and systemic content improvement. Satisfaction data showed that compared to learners with a live trainer, Amplifire learners were twice as likely to report that the training content was directly relevant to their job—a key indicator of training effectiveness.

The Amplifire partnership empowered UCSD to deliver scalable, efficient, and meaningful EHR onboarding education, allowing clinicians to spend less time in training and more time caring for patients, all while leveraging robust analytics for continual improvement.

Following the success of their initial provider rollout, UCSD is expanding their use of Amplifire's platform to additional user groups, including inpatient nurses. The organization is also developing ongoing education strategies that leverage Amplifire analytics to create microlearning modules targeting specific struggle areas, such as In Basket or ED dispositions. This approach not only transformed onboarding but also established a sustainable, data-informed model for continual clinical education—a critical advantage as the organization continues to grow and evolve.

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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 600,000 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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Improving the world's healthcare through collaboration, insights, and transparency.

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