

# Maximizing the ROI on Your Epic® Investment by Driving User Adoption

Your organization made a significant strategic investment in Epic, and its success relies heavily on user adoption and utilization, and under- or misuse could result in errors, non-compliance, or preventing your organization from achieving its expected return on its investment. Studies show within the first 24 hours after training, staff have forgotten up to 70% of what they've learned but adding more instructor-led training is costly and takes clinicians away from their work with patients. Add mounting clinician frustration with quarterly software upgrades, evolving regulatory requirements, and the link between building user proficiency and success becomes clear.

**“the greatest opportunity for progressing the value of the EHR currently lies in improved user training”**

– Longhurst et al. (2019, February). *Local Investment in Training Drives Electronic Health Record User Satisfaction. Applied Clinical Informatics.*

## **So how can you help clinicians master the technology without disrupting patient care and ensure your organization is getting the most out of your investments?**

Instead of focusing on a single learning event, uPerform by ANCILE Solutions® enables your organization to continuously reinforce end-user training and skills by providing learning content and e-Learning courses directly within your software applications. Users access targeted training in-application at the time of need on the device of their choice. With learning opportunities only a click away, users spend less time searching for help, learning the system, and become proficient in Epic faster with less dependence on support staff.

uPerform helps your training and development team accelerate content creation and maintenance with powerful content authoring and management tools. Authors can quickly create custom, role-based learning content by simply performing the steps as your users would in Epic and uPerform automatically generates the learning content in multiple formats. Your training team will be able to keep up with quarterly Epic upgrades, evolving regulatory requirements and have more time to focus on other training and development initiatives.

With uPerform, authors and subject matter experts can rapidly create and edit everything from tip sheets to simulations and eLearning courses. Content is published to the Learning Library where users access all of your learning assets, provide feedback, and receive personalized notifications relevant to their learning needs.

uPerform sets your current and future staff up for success with the knowledge and materials they need to master Epic, ensuring that your organization maximizes its return on investment.

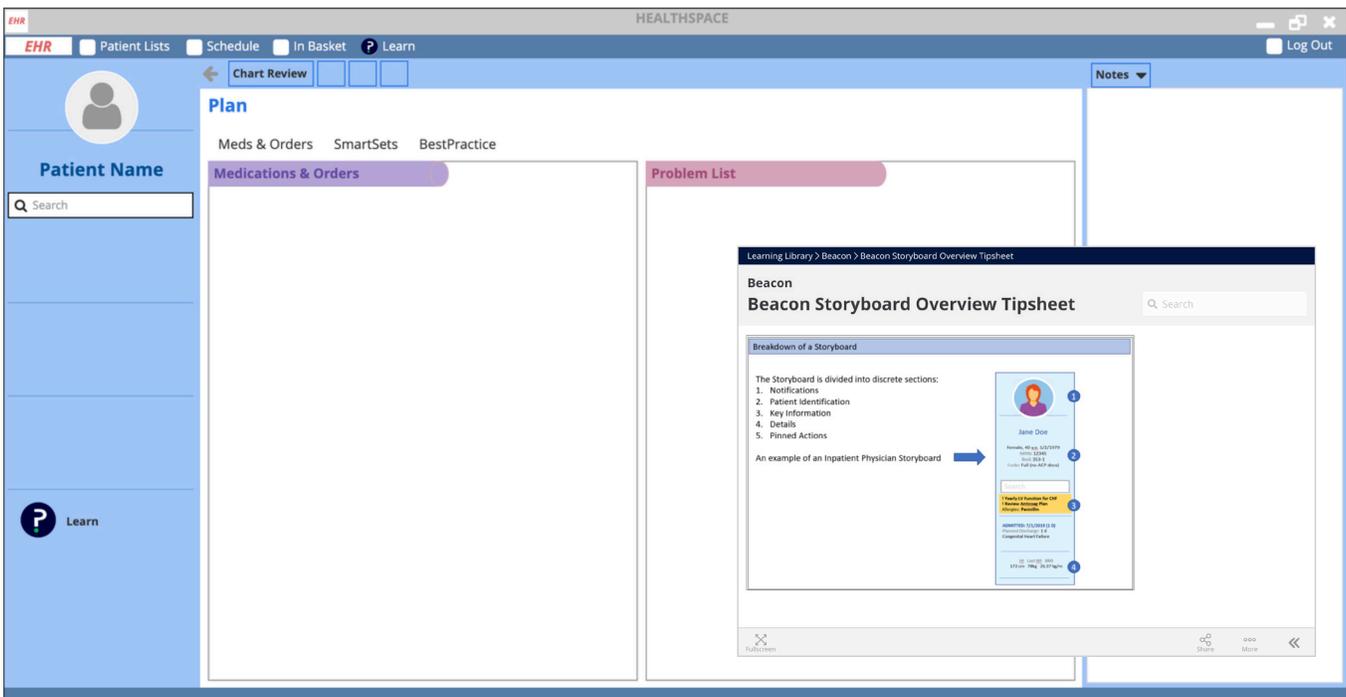
## Measurable value.



Based on independent interviews conducted by Hobson & Company with ANCILE customers.

## Reinforce training continuously and boost user proficiency and confidence by providing easy access to help at moment of need.

- Access up-to-date, role-based learning content with help buttons and links within Epic
- Automatically filter content based on user's role, specialty or department
- Find answers quickly from a single location on any device - including mobile, tablet, and desktop
- Follow documents and folders to receive notifications about new and changed content
- Brand the Learning Library and personalize its layout



## End the struggle with multiple content repositories by managing all of your learning assets in uPerform.

- Import and use external or third-party performance support content, such as pre-built Epic content, existing tip sheets, Captivate, Storyline, Microsoft® Office files, and web links
- Integrate your learning management system (LMS) so users can access courses and complete assessments from the Learning Library
- Check in content for storage and version tracking
- Check out a document, simulation, or eLearning course, locking the content for a single author's editing
- Create, edit, and delete author, administrator, and end user accounts
- Specify retention periods to keep content fresh
- Create and manage workflows to approve content

Management Center **uPerform** Caitlin ▾

Dashboard **Projects** Glossary Publish Reports Support Workflow

[ASAP](#) > [Document Library](#) > [Lab Order Setup](#) > Lab Order Setup Return to Binder ▾

### Lab Order Setup

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#### Document Properties

<b>Type:</b>	Document
<b>Version:</b>	1.0
<b>Status:</b>	Available
<b>Last Modified:</b>	Mark Ainge, 5/21/19 3:44 PM
<b>Last Published:</b>	5/21/19 3:46 PM
<b>Owner:</b>	Mark Ainge
<b>File Name:</b>	Lab Order Setup.udc
<b>Size:</b>	1425 kB
<b>Transaction Code:</b>	orders
<b>Language:</b>	English (United States) [en_US]
<b>Translation Status:</b>	Enabled
<b>Template:</b>	Compliance and Training Template.udt
<b>Hit Count:</b>	384

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#### Author Discussion

Question, [Dave Mensah](#) 6/12/19 6:26 AM  
Is there a shortcut to get Urgent Visits to 60 minutes?

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#### Website Discussion

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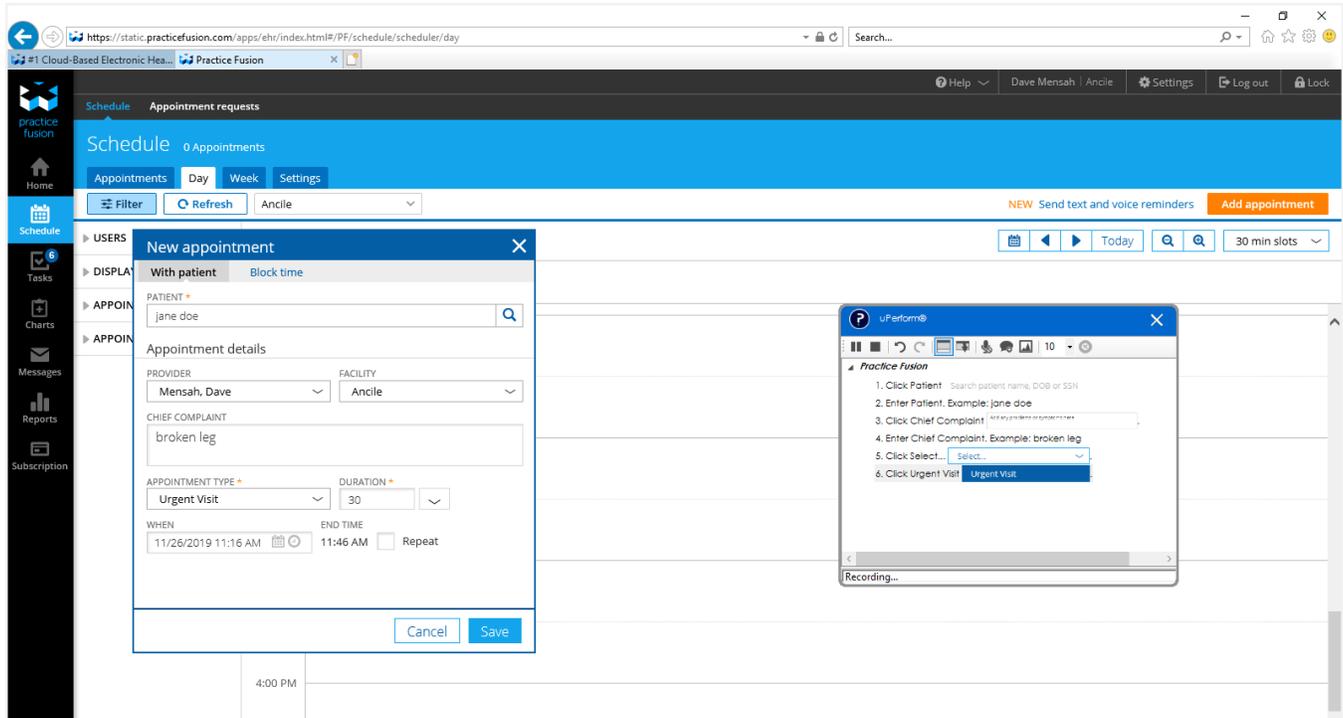
#### Website Contexts

[ASAP](#) > [Website](#) > [Lab Order Setup](#)

## Master application rollouts and keep up with system changes by creating and updating training materials faster.

- Record application menu paths, steps, field entries, and screenshots automatically, auto-generating a step-by-step work instruction document
- Publish content in a variety of formats from a single recording, including simulations, tip sheets, and HTML or PDF outputs

- Translate content so clinicians learn in their preferred language
- Capture audio and insert notes during recording to capture key organizational expertise
- Enlist subject matter experts to meet custom training requests
- Create AICC-compliant eLearning courses adding lessons, assessments, knowledge checks, and simulations
- Customize templates to ensure consistency and maintain authoring standards



## Gain insight into team readiness and measure the return on learning investments with standard and custom reporting.

- Generate document tracking and publishing reports to view project status
- Run an assessment performance report to gauge user readiness
- View help request and Learning Library usage reports to determine what content is being accessed, by who, and where learning content is needed - or could be retired

## We're committed to making you successful.

Our mission is to provide our clients with a smart digital learning platform that help organizations succeed by enabling their people to adopt new and ever-evolving software, comply with business processes and practices, and increase overall proficiency and productivity. In addition to rich product functionality, the uPerform team provides a strong foundation of support and enablement that includes:

- Dedicated implementation team of uPerform experts
- Global help desk support and knowledgebase
- User documentation and online help
- Professional training and consulting services
- User group community, including networking events held around the world

**ANCILE**

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