

CASE STUDY

Alberta Health Services™ - Ambulatory EHR Implementation



Case Study: Alberta Health Services™

The largest health system in Canada with over 400 facilities and 12k learners



Alberta Health Services (AHS) is the largest provider of health care in Canada, Alberta's largest employer and the 5th largest employer in Canada.

AHS employs over 100,000 staff to meet the health needs of Albertans. AHS includes:

- Healthcare services provided to 3.6 million Albertans over a geographic area of 661,848 square kilometers
- 98 acute care hospitals and five stand-alone psychiatric facilities
- Seven urgent care centers
- More than 400 care facilities

“Physicians wanted training broken down into Bite-Sized training”
Don MacArthur, Ambulatory EHR Implementation Lead

Initial Training Challenges

On their own Alberta rolled out the EMR to 2000 learners. Training was all classroom based, and their limited number of trainers spent most of their time delivering basic training. Alberta's goal was to train 12,000 learners, and with the current training program they could not accelerate the pace of their implementation effectively. Furthermore, clinical learners, especially physicians complained that classroom training was too long, too general and the training sites required about 1-1.5 additional hours in travel time.

Classroom Courses

Course Name	Hours
Billing	2
Scheduling	8
Template	3.5
EMR Physician Basics	4.5
EMR Physician Personalization	3.5
EMR for Non Physician Clinicians	8

Challenges reported by learners about initial classroom training:

- Required travel to various training facilities was inconvenient
- Training sessions too long; could we break up training sessions in to shorter blocks
- Training was too general only dependent on the role of the specific user
- Very difficult for some users to make time to attend classroom training
- All of the classroom curriculums covered only basic functionality

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How ImplementHIT helped deliver more training in less time

Over an 8 month project, ImplementHIT worked closely with Alberta Health Services, leveraging existing classroom training materials to develop custom eLearning in a “Bite-sized” skill format. Each skill was approximately 3-5 minutes long and interactive. Using the OptimizeHIT training platform, a fraction of these skills were delivered to individual learners in a targeted way, based on their role, specialty, and corresponding basic skills needed in the EMR. The majority of basic EMR implementation training is now delivered online.

eLearning Category	Skills (3-5 min each)
Scheduling	49
Template	15
Scheduling Assessments	2
EMR	74
Personalization	17
Privacy	6
EMR Assessments	4

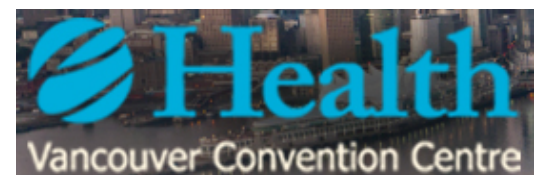


Results

“We’ve really accelerated the work we’ve been doing. Providing more effective, high-impact, high value training to the EMR users”

Don MacArthur, Ambulatory EHR Implementation Lead

- 60% compression from classroom to eLearning
- Could accelerate the pace of the EMR roll out, while delivering quality training
- Learners sometimes repeated skills until they were comfortable
- When combined with hands-on usage of the system, eLearning is much more powerful
- Trainers had more time for more high impact, more localized learning



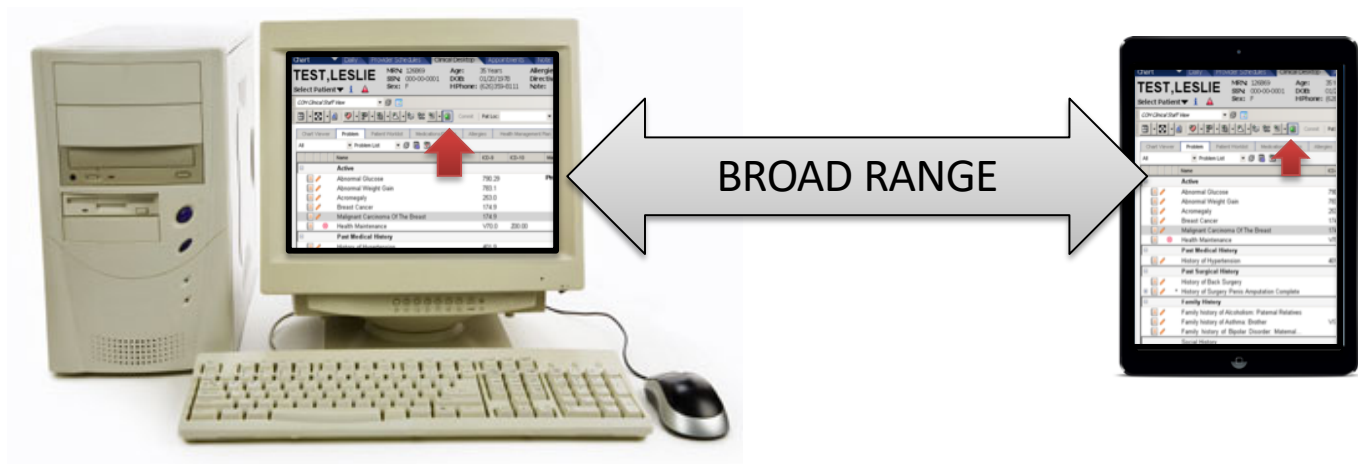
Based on our results, Alberta Health Services and ImplementHIT were invited to present these results at the largest Health IT conference in Canada. The title of the presentation was, “Transforming a traditional EMR training curriculum into an eLearning environment.” Transcript of the presentation available upon request.

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Software and Hardware Compatibility

A very important factor in supporting eLearning completion, is making training convenient to access at any time, any place and from any device. With 400 facilities, 98 acute care hospitals, across a geographic area of 661,848 square kilometers (approximately the size of the state of Texas), hardware and especially internet browser compatibility requirements across both the hospital work environments and a learner's personal computing devices were very broad. ImplementHIT made sure that all training delivered worked optimally across this broad range, allowing learners to start training at work, and complete training at home.



Phase 2

Phase 1 of this project started with just Basic Pre-Implementation training. Based on the success with phase 1, Alberta and ImplementHIT initiated phase 2, which included joint development of Intermediate and Advanced specialty specific skills, and use of the OptimizeHIT mobile app. With the Mobile app, EHR users can ask via voice how to perform a specific function in the EHR, and instantly receive a 60 second high-yield solution that is consistent with, and reinforces basic training. Solutions include text to speech, and images that guide the learner through necessary steps.

