Caring for the kids.

Ann & Robert H. Lurie Children's Hospital of Chicago™

Client/Location
Lurie Children's Hospital/
Chicago, IL

Project
Training hospital staff on how to best use the new Electronic Medical Records (EMR) System

Highlights
- Organized and monitored the training development process
- Designed, developed, and delivered a train-the-trainer program
- Repackaged and reused much of the roll-out training for on-going new hire training

NMSDC MEMBER Mastech Digital is a certified minority supplier with the National Minority Supplier Development Council.

Nationally-recognized pediatric hospital required immediate assistance for a major training project

Client Challenge

The Ann & Robert H. Lurie Children's Hospital of Chicago implemented the EPIC® Electronic Medical Records (EMR) system. The implementation replaced a variety of internal applications and affected virtually every aspect of the hospital's operations. This created a need for end-user training for thousands of nurses, providers, technicians, and clerical personnel. The hospital engaged Mastech Digital to assist in developing and delivering training for the first phase of EMR implementation at its inpatient facility and 24 outpatient clinics.

The hospital had an internal training staff consisting of trainers drawn from the different clinical and clerical areas within the hospital. These trainers were subject matter experts in their various fields, but they lacked experience in instructional design and development processes.

The client needed Mastech Digital to apply a disciplined methodology to the training development process, organize the thousands of individual tasks that made up the project, coach the incumbent trainers in instructional design, and assure the quality of the course designs and training materials.

Mastech Digital Solution

Mastech Digital provided four instructional designers, two Web-based Training (WBT) developers, and a part-time project manager to:

- Design and develop a blended learning solution of 81 training courses consisting of 51 instructor-led classes, 8 seminars, and 22 WBT programs. Training for the initial phase of EMR implementation covered the following areas within the hospital:
  - Emergency Department
  - Admitting
  - Medical Imaging
  - Surgical Services
  - Inpatient Services (including floor nurses, psychiatric therapists, respiratory therapists, and rehabilitation therapists)
  - Pharmacy
  - Health Information Management
  - Billing
  - Outpatient Clinic
- Schedule the delivery of training to hospital and outpatient clinic staff, considering audience sizes, classroom sizes, shift schedules, and coverage constraints.
- Create and maintain a training database, containing "dummy" patients with the proper characteristics, for instructor demonstrations and hands-on lab exercises.

Outcomes

All the required training was developed and delivered in time for the client to go live with their production EMR on schedule. The user community indicated the training squarely addressed their needs, and prepared them to perform their jobs effectively. The client was satisfied with the successful implementation of the project.