

Case Study: Infirmiry Health



Going Strong Two Years Later

We began this story over two years ago. Infirmiry Health (IH), Alabama's largest non-Government healthcare team, serves an 11-county area along the Gulf Coast through four acute-care hospitals, a rehabilitation hospital, a long-term acute care hospital, three outpatient facilities, and 30 medical clinic locations. IH treats more than 800,000 patients annually. In November 2009, IH began the process of moving toward an electronic health record system with the introduction of the EpicCare EMR. In order to meet regulatory requirements and support the organization's safety initiatives, a goal was set to go live with the EpicCare system to support physician documentation and order management in March of 2014. Meeting this goal would require that over 850 physicians and 500 supporting mid-level providers be trained quickly and comprehensively.

IH turned to ANCILE uPerform® to speed curriculum development and improve the effectiveness of training. Developed content was hosted in IH's Citrix environment, which enabled a single login per user in the program. The platform met the need for on-demand and remote access as well as satisfying security and compliance requirements.

2016 Update Highlights

- Infirmiry Health achieved a 138% ROI in 6 months.
- 300 new users went live under time and budget in a newly acquired hospital.
- ANCILE uPerform is used to build non-EHR content for over 15 enterprise applications.
- ANCILE uPerform content now counts toward CME credit.
- Ongoing training delivered to 500 physicians/students per week.
- Courses, presentations, and documentation are synchronized on the uPerform website.

Since then, IH recognized the value-add across the enterprise and has since expanded its use of uPerform to more than 15 applications, including McKesson, GE, Healthstream, Philips, and Redwood.

“To effectively and efficiently train hospital staff on multiple platforms, processes, and applications, including our Epic EMR, uPerform is the only way to go. The 3 ways of learning—Kinetic, Auditory & Visual—are all perfectly covered by uPerform.”

- Bobby Zarr, Infirmiry Health

“ANCILE uPerform has allowed Infirmiry Health to effectively and efficiently handle our IT training requirements in a way that allows us to support the organization like never before. We now have an impactful learning environment to communicate education on various IT systems and changes to our technical infrastructure,” said Eddy Stephens, VP/ CIO, Infirmiry Health.

A Complete EMR: LifeCareMD

In 2013, the initial goal of building and deploying a viable training system to train over 850 physicians on the EpicCare software was no small task. The staff of ANCILE, in partnership with IH, supported this goal by providing a platform in which custom uPerform courses could be built and quickly rolled out. iLearn, a website hosted inside IH's physician portal, featured synchronized courses, tip sheets, videos, presentations, and other documentation in one secure central location. Since then, IH has created LifeCareMD, a complete electronic medical record (EMR) system comprised of all IH clinical systems including Epic, HPF, iSite, and various ancillary systems. Physicians can do everything for their patients via LifeCareMD, including placing orders and writing notes.

iLearn went live in March 2014, and the results continue to be staggering:

- Ongoing training of 500 physicians/students per week
- One new Hospital (Atmore) went live under time and budget, including onboarding 300 new nurses
- Built over 100 non-EHR /Epic uPerform courses for 15 different IT applications
- ANCILE uPerform content provides 500 nursing students per semester with accredited courses and CME credit for Epic learning

Return on Investment & A Green Light on Future Growth

In March 2014, over a span of eight weeks, over 850 physicians and more than 500 support staff were fully trained in the Epic software which allowed for a seamless software rollout. Infirmiry Health's consultant/trainer needs were reduced by 33 percent as uPerform allowed for a rapid deployment of custom content that eliminated the one-on-one training model. Since then, IH's return on investment far exceeds their expectations, giving them the confidence to onboard staff from planned expansions and potential hospital acquisitions moving forward.

Return on Investment

Training: Classroom / Existing Staff & Facilities

Training Hours	10,464
Training Days (3 classes per day at occupancy)	73
Trainer (existing staff)	\$81,759

Training: Augmented Staff & Facilities

Additional facility enabling 4 classes per day	\$14,280
Additional training staff	\$112,000
Total Training: Classroom Training	\$208,039

Training: eLearning

Training Hours	\$3,924
eLearning Content Development and Platform	\$83,630
Total Training Cost: eLearning via ANCILE	\$87,554
eLearning via ANCILE ROI	138%

BEFORE

AFTER

Additional Resources

Infirmiry Health Breaks Down EHR Adoption Barriers with ANCILE uPerform (Complete interview)

(<https://www.youtube.com/watch?v=c9BGY1oXLD8>)

Partnership with Infirmiry Health (<https://www.youtube.com/watch?v=Ljg1xlxvgLQ>)

ANCILE Delivers Bottom Line Value to Infirmiry Health (<https://www.youtube.com/watch?v=BRSM1dRRNcg>)

The Value of uPerform to Healthcare Organizations (https://www.youtube.com/watch?v=7cfU_1fPdKw)