

## Case Study: Infirmary Health






### Helping Nurses Go from EMR Novice to Independent

Infirmary Health (IH), Alabama's largest non-government healthcare system, serves an 11-county area along the Gulf Coast through four acute-care hospitals, three rehabilitation hospitals, three outpatient facilities, and 22 medical clinics. IH treats more than 800,000 patients annually. In November 2013, IH began the process of moving toward an electronic medical record (EMR) system with the introduction of the EPIC EMR. The initial implementation of EpicCare engaged physicians in the Emergency Departments. In March 2014, in order to meet regulatory requirements and support the organization's safety initiatives, IH went live with the EpicCare system to support physician documentation and order management, training over 850 physicians and mid-level providers.

But Infirmary Health has another key user population for their EMR: nurses and nursing students. Each semester, IH is responsible for training 500-600 nursing students. IH needed a way to efficiently and quickly train these students. Previously, IH saw great success using ANCILE uPerform® to [speed curriculum development and deliver effective training to their physicians](#). It only made sense to do the same for their nursing students. Using uPerform, IH created nursing-specific training modules to iLearn [also known as LifeCareU], a website hosted inside their portal which

featured courses, tips sheets, videos, presentations, and other documentation. This secure, central location can be accessed at home, in school, or at the hospital from any browser and on a variety of devices, including mobile devices.

 <b>500 to 600</b> NURSING STUDENTS TRAINED EACH SEMESTER ON EFFECTIVE EMR USE	 <b>OPERATIONAL EFFICIENCIES</b> GAINED THROUGH PROPER USE OF EMR	 <b>TRAINING ELIGIBLE FOR CME CREDIT</b>
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The lessons developed with uPerform help the nursing students learn how to use the EMR to document patient care. Each lesson consists of three sections— Show Me, Guide Me, and Test Me. The Show Me section displays a playback of each step in the required task in the iLearn EMR. The Guide Me section walks the student through the task, with the student performing the required actions. The Test Me section asks the student to respond in the appropriate manner to execute an action.

Nursing students must complete iLearn education every semester. Practicum students must complete the nursing student lessons, as well as the nursing

“iLearn has provided an opportunity for students to interactively learn how to use the EMR system. The result is a seamless transition to practice, enabling students to provide efficient, safe, and quality patient care.”

- Dr. Claudia Reed, Clinical Educator, Simulation and Clinical Coordinator at Infirmiry Health

practicum student lessons. iLearn helps students identify needs, by alerting students to training that may be required. The uPerform learning content also provides the nursing students with accredited courses and CME credit for EPIC learning.

IH also reports that knowledge sharing has actually increased as everyone is contributing to their knowledge base.

“Students were able to navigate through the EMR system efficiently and effectively with very little guidance. This enabled us to focus the majority of our time and energy on hands-on patient care. The online learning provided to the student is an invaluable resource.”

- Pat Overstreet, RN, nursing preceptor/mentor, Mobile Infirmiry

## Increasing Operational Efficiency

Before uPerform and iLearn, nurses had to print patient records prior to the nursing students' shift. To ensure data privacy and HIPAA compliance, the nurses were then required to monitor the students while they reviewed the records. Nursing students often fumbled through the files while reviewing the patient record, not entirely sure where to look within the record to find the information they needed to adequately care for their patient. Finally, the nurses had to properly dispose of the records after the student finished reviewing the file. All of these efforts were time-consuming and tedious. With uPerform and iLearn, both nurses and students are trained on how to properly use the EMR to find information and ensure compliance. The result is greater efficiency and better patient care.

## The End Game

The ultimate benefit of providing nursing students with accessibility to innovative learning is that it contributes to the seamless transition from novice to independent nurse. The online learning provided via iLearn establishes a positive foundation that

the student nurses can build upon to enhance their knowledge base, improve their confidence, and impact their patients' outcomes. The student nurses can then effortlessly evolve from their role as a student to a fully functional staff nurse. Providing online learning resources has an additional benefit: cost savings for healthcare organizations by reducing time and cost spent in delivering classroom training. In today's complex healthcare environment, focusing on nursing retention and performance is essential for providing cost-effective, safe, quality care.

## What's Next?

As Infirmiry Health continues to educate 500-600 new nursing students every semester, they will utilize iLearn to train these students, incorporating changes to enhance the current courses and adding new courses to ensure patient safety and maintain required competency.

## Additional Resources:

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

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

ANCILE and Worker Productivity

<https://www.youtube.com/watch?v=Mm3nujWwjZQ>

The Value of uPerform to Healthcare Organizations

[https://www.youtube.com/watch?v=7cfU\\_1fPdKw](https://www.youtube.com/watch?v=7cfU_1fPdKw)

## IH Nurse Bio:

### Claudia Reed, DNP, RNC-OB, WHNP

Dr. Claudia Reed is the Clinical Educator, Simulation and Clinical Coordinator at Infirmiry Health and is an Adjunct Faculty member at University of South Alabama, College of Nursing and Chamberlain College of Nursing.

She has a Doctorate in Nursing Practice, is a Women's Health Nurse Practitioner, and holds a certification as an inpatient obstetrics nurse. Dr. Reed is an active member of the Association of Women's Health, Obstetrics, and Neonatal Nursing and the International Nursing Association of Clinical Simulation and Learning.