

Case Study: McGraw-Hill Education

Simulations Deliver Rich Experience and Streamlined Operations

Key Takeaways

- 50 simulation exercises created with ANCILE uPerform® to enable students on Greenway PrimeSUITE EHR
- Student assessment process automated through simulations
- Student experience improved and operational efficiency increased

Working to Sustain an Engaging Learning Environment

McGraw-Hill Education is in the business of powering education results in the K-12 and Higher Education communities by delivering personalized learning experiences, domain expertise, and digital platforms to help students and educators drive results. McGraw-Hill's solutions help educators impart their knowledge to students more efficiently.

In the healthcare education space, McGraw-Hill Education supports community college and higher education students, medical assistants, and medical office professionals as they encounter the brave new world of healthcare IT. A key new application for many healthcare professionals is electronic health record (EHR) software. EHR software stores a complete electronic record of patient health information generated by one or more encounters in any care delivery setting.

McGraw-Hill Education often partners with EHR providers to distribute their EHR software to higher

education institutions and students for installation on a network or directly on a local computer. While this implementation – combined with expert instruction – allows students to learn in a live environment, it also requires the maintenance of live software and the troubleshooting of any issues by McGraw-Hill. Software downtime affects the user experience and creates operational inefficiencies. In addition, the live software environment misses a key piece – the ability to automate the student assessment process. The live environment requires a manual assessment process by instructors and institutions.

The challenge for McGraw-Hill Education: provide rich, interactive – and sustainable – content that drives engagement for today's students and helps prepare students to adopt EHR in their professional roles.

Simulations to the Rescue!

To deliver this rich, real-world, and maintainable experience, McGraw-Hill Education chose ANCILE uPerform as the simulation creation, delivery, and maintenance tool for their Greenway PrimeSUITE EHR title.

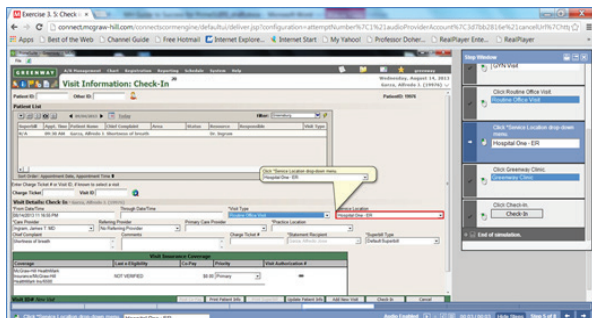
ANCILE uPerform is performance support software that delivers targeted, high-quality learning content to users. Content creators with no programming experience can create, edit, and publish task-based simulations, procedures, and elearning courses, and then quickly deploy this content to all learners via the web.

ANCILE uPerform allows McGraw-Hill content creators to easily capture the necessary PrimeSUITE steps simply by completing the task in PrimeSUITE. The result of this capture is a single file that includes both

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simulation and document output. Authors can further enhance the initial simulation capture with notes, tips, and audio.

McGraw-Hill Education integrated their ANCILE uPerform simulations with Connect, their digital teaching and learning environment. Connect delivers a single destination for all course content, assignments, and assessments; provides insights into student performance; and includes adaptive learning features that engage and personalize each student’s experience – features that are proven to help boost retention, raise grades, and increase engagement.



McGraw-Hill simulation exercises in action.

Using ANCILE uPerform, McGraw-Hill Education developed over 50 simulation exercises for the Greenway PrimeSUITE EHR software. The ANCILE uPerform simulations mimic the live environment, but have the benefit of eliminating any technical errors

that may arise. McGraw-Hill Education delivers multiple simulation experience modes:

- **Demo Mode:** The learner watches a demonstration of the task exercise, with optional audio for the steps provided.
- **Practice Mode:** The learner works through the task exercise, with guidance that includes optional audio for the steps provided.
- **Test Mode:** The learner completes the task exercise on her own without guidance.
- **Assessment:** The learner answers three to five conceptual questions about the task exercise just completed.

The simulations are augmented by two textbook titles: *Integrated Electronic Health Records* by M. Beth Shanholtzer, and *Computers in the Medical Office* by Susan M. Sanderson.

Seeing Results with ANCILE

“ANCILE uPerform allows us to easily create realistic scenarios that mimic the live EHR environment – without the expense of supporting a live environment. We’re able to help our students reinforce textbook theory, while delivering a rich user experience,” said William Lawrensen, Executive Brand Manager – Health Professions, McGraw-Hill Higher Education.

“Our authors love working with ANCILE uPerform. It’s intuitive and the support from the ANCILE team has been tremendous,” William said. “Plus, we’ve seen tangible benefits to operations through substantially reduced calls to our help desk.”

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