

CASE STUDY

INFIRMARY HEALTH

Infirmary Health reduces onboarding time and empowers student nurses with uPerform

Infirmary Health, Alabama’s largest non-Government healthcare team, serves an 11-county area along the Gulf Coast through three acute-care hospitals, three post-acute facilities, over 60 medical clinic locations, and other affiliated entities. Infirmary treats more than 1,000,000 patients annually. Infirmary uses uPerform

education team is responsible for the onboarding of students each semester which includes a substantial amount of instructor-led training and sharing of content such as an orientation packet, tip sheets, presentations, Infirmary policies and procedures, and basic Epic and other ancillary systems courses. With

“uPerform 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 M. Reed, DNP, RNC-OB, Educator/ Clinical and Simulation Coordinator, Infirmary Health

to accelerate custom curriculum development, improve the effectiveness of training hospital staff on multiple platforms, processes, and applications, and successfully roll out software upgrades.

Eliminating 20% of onboarding time with uPerform

Infirmary Health offers a student nursing program, which gives students a chance to gain real-life experience in a hospital setting. The Infirmary nursing

education team is responsible for the onboarding of students each semester which includes a substantial amount of instructor-led training and sharing of content such as an orientation packet, tip sheets, presentations, Infirmary policies and procedures, and basic Epic and other ancillary systems courses. With its success, this program has grown from 250 students to over 2,000. The resource-limited training team needs a way to quickly and cost-effectively onboard a growing number of students each semester. Infirmary turns to uPerform for help.

In order to effectively and efficiently train each class of student nurses, Infirmary Health provides enrolled students access to uPerform before the

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start of the program. The uPerform library includes an array of curated and custom-created content, including courses, documentation, and assessments.

Providing access to uPerform early sets the students up for success by allowing them to familiarize themselves with the various systems they will use throughout the program, including the EHR, LMS, and medication and supply dispensing systems so they can hit the ground running on their first day. Students can complete accredited courses, CME credit for Epic learning, skill tests and assessments in uPerform, empowering the Infirmiry nursing education team to assess the capabilities of each student nurse before the start of the program, identify knowledge gaps ahead of time, and intervene accordingly. With this model, Infirmiry completely eliminates one full day of classroom training by conducting basic Epic training virtually using uPerform.

Help is only a click away

Infirmiry Health empowers its hospital staff with continuous access to real-time training and support by integrating access to uPerform into the main menu of Epic, providing users with learning content

tailored to their role and specialty only one click away. Automatically filtering content using groups ensures that staff only have access to content created

specifically for them and their unique procedures. With uPerform, student nurses are trained on how to use systems and ensure compliance, establishing a positive foundation that they can build upon to transition from a novice to an independent nurse. Providing access to online learning helps students build their knowledge base, improve confidence, and impact their patients' outcomes, resulting in greater efficiency and better patient care.

The Future of uPerform at Infirmiry Health

Infirmiry Health uses uPerform to train hospital support staff on quarterly software upgrades, onboard staff at new facilities, and have continuously reduced the amount of instructor-led training required for onboarding and upgrades. The ongoing success experienced with uPerform gives Infirmiry the confidence to expand to nearly every hospital department and all clinics using Epic. Infirmiry is currently expanding its use of uPerform to include their clinical integrated network, including an array of facilities in the region.

uPerform enabled training team to focus on other high-value efforts

With the eight-hour time-savings that uPerform provided, Infirmiry Health repurposed their training resources on safety-related initiatives. This has been a key contributing factor for significantly reducing the number of safety events reported and Infirmiry is now an A-graded hospital.

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