

Setup for Success: Creating Continuous Learning Opportunities with uPerform®

According to the Ebbinghaus curve, as soon as people finish training, they begin forgetting what they've learned. While a Learning Management System (LMS) provides a proven mechanism for online training, it does not offer the learner any ongoing support once training has completed. In the absence of support while on the job, the lessons learned in training are eventually lost, users tend to under-use and misuse applications, and the adoption of your mission-critical IT systems is at risk.

uPerform by ANCILE Solutions® compliments your LMS by providing a complete digital learning platform that offers capabilities that extend beyond training. uPerform goes beyond single-use training by presenting continuous opportunities for on-demand learning with software help available within the application. When users can access help one click away at the moment of need, they save time learning the skills they need while also becoming proficient much faster with less dependence on support staff. uPerform integrates with your LMS system to provide a single system to manage all of your learning content. Users access courses and complete assessments directly from uPerform.

The uPerform Platform:

- **Makes content easy to find in a centralized repository:** uPerform is a full content management and distribution system which allows the curation of existing and third-party content, such as EHR and ERP documentation, eLearning courses, Microsoft® Office files, videos, web links and more. With our Learning Library, your learners have a single place to go for all your training and support content.
- **Reinforces training outside of the classroom:** With uPerform in-application help users don't have to sit through another training or be pushed content to get answers to their questions. Instructions, step-by-step guides, and courses are available any time, right where end-users need it most – ensuring tasks are completed quickly and reducing overall time spent in the system.
- **Accelerates content creation:** With the uPerform recorder, creating procedural content is as simple as recording yourself performing tasks in the application and the recorder handles the rest. The recorder transcribes menu paths, steps, field entries, and screenshots automatically, auto-generating a detailed step-by-step document, which can be quickly published in a variety of formats, including eLearning courses, simulations, tip sheets, and HTML or PDF outputs.

The screenshot displays the HealthLMS user interface. At the top, the user 'John Smith' is logged in. The 'My Courses' section lists several courses with 'Start' buttons: 'New Provider Orientation Overview', 'Inpatient P&P Fundamentals Course', 'Virtual Visits with Patients Overview', and 'Promoting Interoperability Programs Overview'. Below this, the 'EHR Learning Library' is shown, featuring a search bar, a 'Show Translations' toggle, and a list of content items including various 'Overview' documents, 'Tip Sheet' documents, and a 'Meaningful Use Course'. A 'NOTIFICATIONS' sidebar on the right shows a recent notification about a new provider orientation overview being added to the library.

Benefits of uPerform

uPerform helps users master the software applications while they work by reinforcing

learning in the workflow with relevant, user-centric content. Training teams benefit from accelerated content creation and streamlined content management and distribution. With the uPerform platform, administrators can centralize all training and learning content into a single platform by integrating their LMS.

| Role | Responsibilities |
|--------------------------------------|--|
| LMS Integration and Reporting | Published LMS courses and uPerform content scores can be automatically streamed to an LMS via proxy, reducing maintenance time and costs. As the content is updated and republished, users get the latest version. |
| In-Application Help | LMS courses and other content can be delivered through uPerform’s in-application help functionality, enhancing real-time support in the workflow, helping build end-user proficiency. |
| Learning Library | The Learning Library website acts as a central location where users go to view LMS courses and other learning content that is delivered based on their role and responsibility within an organization. The website offers collaboration opportunities, including the ability to share content and provide feedback to content authors. |
| Reporting and Usage Data | Administrators can track exactly how and when courses and other learning content are being consumed by end users with both canned and custom reports. |