



learning
solutions

EMR Implementation Case Study



CLIENT

Large Teaching
Hospital in the Greater
Philadelphia Region

INDUSTRY

Healthcare

SKILLS PROVIDED

Cerner Millennium
Training, Courseware
Development, Go Live
Support

Major teaching hospital required a comprehensive learning and change management program to remain on tight schedule following the implementation of customized EMR software across their facilities.

THE CHALLENGE

After selecting Cerner Millennium as the primary software for the management of Electronic Medical Records at all of their hospitals, clinics and physicians' offices, the client was in need of a partner to provide training on a tight timeline.

The client spent significant time and resources to develop strategies for the software customization and deployment, as well as courseware that it would use to train its staff. The company decided to implement the Cerner software in a phased approach, one hospital at a time, starting with its smallest facility and working up to its newest, recently opened hospital. The company's software vendor was initially tapped to lead the training, however, after some internal delays the training had to be pushed back. With the new timeline the vendor was no longer able to accommodate the training schedule, and the project was at risk.

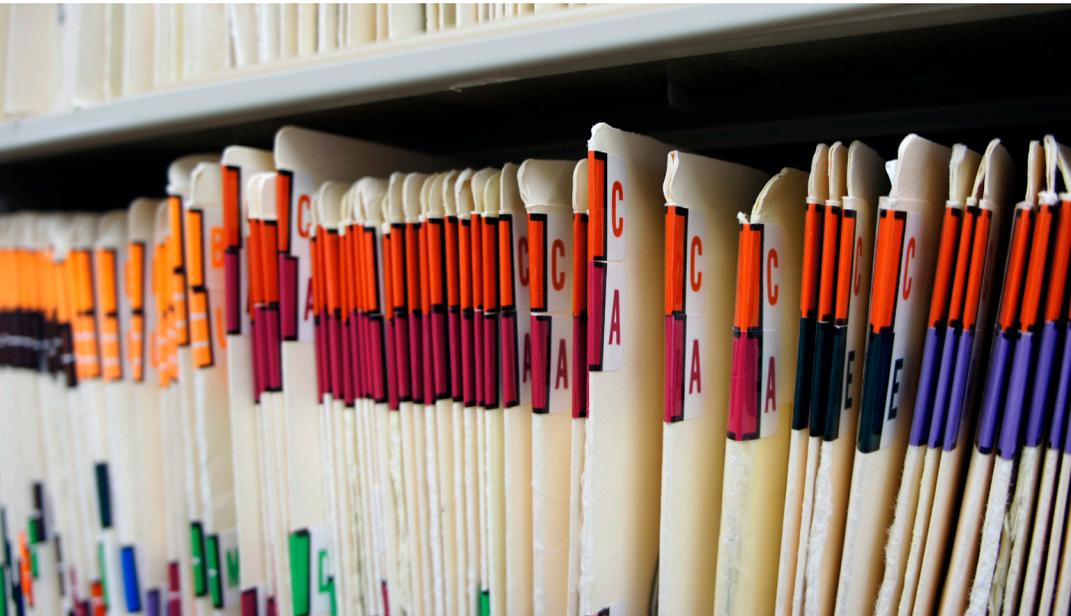
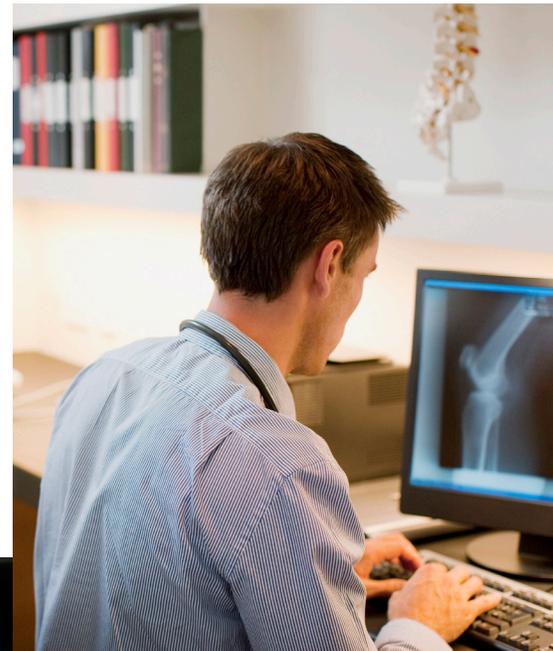
“...with less than 15 days until the start of the first phase of the project... Judge identified seven registered nurses and three software trainers, each with vast experience delivering Cerner training and support...”



THE SOLUTION

Judge Learning Solutions was asked to step in to provide a team of trainers that could learn the specific software modifications and workflows to deliver role-based training, on a very short timeline.

The Learning Solutions team quickly tapped into their talent pool to screen over 100 candidates for 10 trainer positions with less than 15 days until the start of the first phase of the project. The screening process included resume review, telephone interviews, reference checks, local/state/federal background checks, drug screenings and in-person interviews by the company. Judge identified seven registered nurses and three software trainers, each with vast experience delivering Cerner training and support in place of in-field clinical experience. The Learning team delivered training to physicians, nurses, therapists and other ancillary support professionals over a six week period as part of the company's phase I of implementation.



THE RESULT

Judge Learning was able to ramp up fast allowing the company to remain on schedule to successfully complete phase I of a multi-phase large scale EMR implementation.

The success of the quick ramp up and phase I training led the client to retain several of the Judge Learning trainers for post-activation support and planning for future phases. Judge Learning was also asked to support the implementation across their network of over 100 ambulatory sites around the greater Philadelphia region. A team of senior Cerner instructors were brought on to design, develop and deliver training to the office staff, nurses and providers at each location.

The foundation of a solid relationship between Judge Learning Solutions and the company was cemented through the successes of the training and support across the various phases of implementation. An ability to ramp up and down with the ebb and flow of the business, and the flexibility to design the deliverables for every step of the process, kept Judge Learning engaged through the inpatient and ambulatory phases of the implementation. What started by filling the void left by a software vendor has developed into a five plus year relationship that continues today with Judge providing at the elbow support across several locations.

BENEFITS

Judge Learning trainers were able to provide clinical software support integrated with the business workflow without sacrificing the daily responsibilities of the end users: be it physicians, nurses, or office staff.

The solutions delivered by Judge allowed the company to maintain strict deadlines for the Cerner software deployment, end-user training and activation. The experience and professionalism of the trainers led to the successful adoption at each location and across the multiple phases of the project.

In the case of EMR implementation the company was able to maintain compliance with the Meaningful Use Guidelines, staying on target for government mandated deadlines which ensured millions of dollars of funding critical in healthcare industry especially for a large teaching hospital.

Want to learn more about the learning solutions Judge offers?

Call Judge at (800)650-0035
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