# CASE STUDY

## MOBILE TECHNOLOGY AND MICRO-LEARNING IN HEALTHCARE



## LifeBridge Health | Baltimore, MD

**About LifeBridge Health:**

7,000+ Employees

2,900+ Physicians on Staff

40,000 Admitted to Acute Care Hospitals

145,000 Emergency Department Visits Annually

100+ Locations

## CLIENT

LifeBridge Health is one of the largest, most comprehensive and most highly respected providers of health-related services to the people of northwest Baltimore. LifeBridge Health advocates preventive services, wellness and fitness services, and educational programs.

LifeBridge Health consists of Sinai Hospital of Baltimore, Northwest Hospital, Carroll Hospital, Levindale Hebrew Geriatric Center and Hospital, and its subsidiaries and affiliated units, including LifeBridge Health & Fitness and the LifeBridge Medical Care Centers in Eldersburg, Mays Chapel and Reisterstown. Sinai Hospital, Northwest Hospital and Carroll Hospital are all acute-care general hospitals with complementary clinical centers of excellence.

# CHALLENGES

LifeBridge Health, like many healthcare organizations has faced the challenge of training their organization efficiently and effectively. Traditional classroom training can no longer keep up with the rate at which technology is advancing. Attention spans are drastically shrinking. During classroom training, the learners peak energy level is during the first 8 minutes. After 20 minutes there is a noticeable drop and after 60-120 minutes, alertness completely collapses. The average time it takes an educator to create one hour of classroom training is 43-185 hours.

With healthcare as it is today, providers simply don't have the time for in-class training. Administrators are constantly challenged with ways to get providers to attend classroom training, especially if the time to use classrooms is limited. New employees from out of state often times have difficulties traveling for training before their move. This puts added pressure on the new hire and the organization.

# THE MEDPOWER WAY

## Utilizing Mobile Learning & Micro Learning for Provider Training on Your EMR Platform



*The content is available as often as needed to refresh their training in any area as the provider feels necessary.*

- Your team will receive the most up to date, comprehensive training; packaged into concise and engaging content.
- Content available on phones, tablets and desk tops.
- High level relevant training at your fingertips with content, videos, resources and competencies.
- Providers have the ability to train on the custom created mobile app anywhere, anytime.
- New employees can train prior to their first day.
- Training modules specific to your organization's workflow will speed up onboarding and decrease employee turnover.



*Because the videos are documented and viewable, organizations like LifeBridge, are able to provide CME credits for the training*

# THE MEDPOWER PROCESS

The initial build for LifeBridge took approximately two weeks. MedPower worked on-site to create the training videos side-by-side with two Cerner educators.

The next phase took approximately three weeks. MedPower created 160+ videos for LifeBridge's review. The videos were edited by the educators and sent back to MedPower for modification. MedPower began building the modules while LifeBridge adjusted placement of videos and checked for audio and visual clarity. During this time, several administrators were trained on the video making software. Those trained can now successfully create additional videos needed to update or add to the Cerner library of content. Send them directly to MedPower and within days, receive new videos to add to the Cerner modules.

# THE RESULTS

## MedPower Brings Traditional Classroom Training into the Digital Age

Because of MedPower's mobile training platform, LifeBridge was able to cut 650+ hours of in-class education down to approximately 250 hours. Freeing up 400+ hours in the computer training rooms for other programs.

*This is a 64% reduction for in-class education in the first year of LifeBridge teaming up with MedPower. These hours do not take into consideration, the time it takes educators to prepare for the in-class training.*

Monetary Savings are Significant for an Organization The resources needed to create in-class training would also equate to a full-time position for much longer.

Educator resources for 400+ hours, equates to a full-time position for 10+ weeks.

The cost of MedPower's portal and services is significantly less than the resources and money needed to prepare, schedule and follow through with traditional classroom training.

# LIFEBRIDGE PROVIDER SATISFACTION

93% feel it is an effective training approach for learning the EMR functionality

91% reported no difficulties accessing the online modules

93% claimed navigation of modules was very intuitive

97% felt that the curriculum did not need to be expanded upon

*96% felt confident in working within the main areas of the EMR:*

- *Finding patients*
- *Enter & modifying orders and medications*
- *Completing depart/discharge process*
- *Managing their message center*

# TESTIMONIALS

"Very nicely explained and the frequency of cursor
motion and the commentary was the same,
which makes it easy to understand and follow"

"Very clear and comprehensive"

"Flowed well, clicking on the next button
took me sequentially through the course"

"The online modules were helpful to explain
the details, and I found it very helpful to have time
in the classroom as well to ask specific questions"

"Great! It gives the option of asking questions in person"

"Online training plus hands-on is a great combination"

# THE FUTURE OF LIFEBRIDGE & MEDPOWER

**2018**
LifeBridge will be adding Ambulatory
Support Staff positions to MedPower

The current modules will be used for
the conversion of Carroll Hospital
Center providers from Paragon to
PowerChart (600+ providers = 2,400+
hours of training that we will save in
education resources (educators,
computers, rooms)

**2019**
Nursing staff will be transitioned

***Beyond 2019***
Conversion of Union Hospital from
current EMR to PowerChart

Possibility of transitioning education
for documenting inpatient hospital
acquired conditions

# ABOUT MEDPOWER

MedPower's learning management system makes it easy to create online training courses and for trainees to connect to them anywhere at anytime, bridging the gap between the "on campus" learning experience and the "online" learning environment. Whether courses are taught on campus, online, or both, trainees can access course material at all times resulting in a superior learning experience.

Our skilled team works directly with your staff to ensure online training is set up correctly and is accessible across all platforms. We are dedicated to providing a high level of service and value for organizations by driving down training and education costs.

www.medpower.org
33 Irving Place, New York, NY 10003
info@medpower.org | 646.931.0755

**MedPower**