CASE STUDY
Online Electronic Physician Document Training

St. Mary's Hospital Waterbury, CT

MedPower

Customer

Saint Mary's Hospital is an acute care, community teaching hospital located at 56 Franklin Street in Waterbury, CT. Licensed for 347 beds, the hospital offers a Level II Trauma Center, a flourishing residency training program, a host of specialty medical services and skilled, compassionate healthcare providers.

Situation

For this project, St. Mary's had to train over 200 physicians on their new Electronic Medical Records Documentation System "Paragon". The training consisted of over 20 different modules. Gathering all physicians into a classroom environment for days of training was impractical. For years St. Mary's had used traditional methods, such as classroom-style, in-person learning, to train physicians, nurses, administration and support teams. As new training continued to grow at a rapid pace, senior management came to realize that these methods were no longer the best solution.

Traditional, in-person training methods were costing the company 20X more per hour. Further, these "information dumps" were not particularly effective methods of knowledge transfer. The Hospital had to rely on employees to proactively seek out information, and results were not predictable or easily measured.

Issues With Implementation

» Physicians not responsive to classroom training.

» Attitude—EMR implementation was a "Hospital Problem" not theirs. Just want to see patients.

» Hospital risked pushing too hard and losing physicians to other hospitals nearby.

» Issue of training before "Go-Live" but not using EMR until weeks down the road.

» Older physicians with less technical knowledge and doing things one way for years were pushing back.

The MedPower® Solution

"We are very fortunate to have adopted MedPower's online learning environment. Their knowledge of online education strategies was key to the success of our EMR implementation. We have used other LMS's in the past and this was by far the best result and experience we have had."

Michael Novak, FACHESVP & Chief Technology Officer
St. Mary's Hospital

MedPower was engaged to work with the Chief Medical Information Officer to develop, host and deliver a series of training videos on the new Electronic Records System. We developed and produced over 20 short training videos that were easily navigated using our learning management platform. Physicians were able to access these videos on their phones, tablets and computers giving them training on demand, when they needed it. Administration is able to track training progress using our advanced analytics.

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.

Contact Us

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