

eLearning

CUSTOMIZED TRAINING THAT ACCELERATES TRUE EHR ADOPTION

Santa Rosa's track record with hundreds of successful EHR transitions across all major platforms taught us a pivotal lesson: millions of dollars invested and untold months of effort can be undermined by a poor go-live period. That's where rubber meets the road and the pursuit of adoption is won or lost. Without question, an integrated, flexible and effective education program is a must-have aspect of any great go-live.

Santa Rosa's eLearning capabilities support our comprehensive training program for physicians and nurses. These programs are not a procedural afterthought, but are essential to supporting user adoption and fully maximizing EHR investments. As we've seen over our decades of activations, overlooking the onboarding aspect of any transition is costly in the long run. This is why Santa Rosa's leading EHR Solutions practice makes eLearning a priority.

OUR APPROACH

We take a holistic approach to EHR education—evaluating what success looks like, then doing what it takes to ensure that team goals are met.

1 ENGAGE

We begin with the end in mind. This means we work with your team's stakeholders—leadership, software and process experts—to specify the need to know, want to know, and nice to know tasks. This engagement helps us create **custom curriculum** solutions and tools with the **right metrics** in mind.

2 EDUCATE

Our education process is research-based, which helps us deliver the right content at the right time and pace for your team. There is never a one-size-fits-all solution. All of your materials will be **role-based** and **scenario-driven** to help your learners experience how their new tools connect with their day-to-day tasks.

3 ELEVATE

Our approach focuses on making sure learning sticks. We not only measure **learning outcomes**, but we provide you with **proactive tools** to ensure the post-training transition is a smooth one, and that your team feels supported through **full adoption** and beyond.

The Strength You Need in Every
Step of the Healthcare IT Journey

OUR ADVANTAGES:

Santa Rosa's eLearning capabilities are second to none in the industry and forged to offer truly unique value to you:

- // **Comprehensive Training**
Training includes all major audiences – including nurses
- // **Customized Workflow**
Training is suited to your unique build, best practices, and workflows
- // **Extensive Job Aids**
Includes job aids to foster the all-important post-classroom learning
- // **Stay Behind Solution**
Training content is yours to allow you to update the content over time
- // **Absolutely FREE**
No cost when delivered as part of an EHR implementation project

YOUR BENEFITS:

The bottom-line is Santa Rosa's eLearning delivers significant and sustainable benefits to your EHR transition, and beyond:

- // **Greater Adoption**
Faster, fuller true adoption of the new EHR platform
- // **Better Outcomes**
Proven adult learning techniques and web-based tools that improve retention and ROI
- // **Higher Satisfaction**
Happier users with a far more favorable view of the change
- // **Faster ROI**
Quicker path to the improvements and gains promised by the new HER
- // **Mesurable Performance**
Strategic tools monitor performance and optimize targeted training

ABOUT SANTA ROSA

Santa Rosa Consulting combines extraordinary strategic insight with an unmatched ability to execute across all aspects of the problems facing healthcare providers. We empower better healthcare by designing, creating, staffing and sustaining outstanding IT solutions that help make healing happen.

ABOUT SEDONA

Sedona Learning Solutions is dedicated to EHR education. We focus solely on creating custom learning solutions that help our partners—hospitals and health care systems—meet their technology learning needs and goals. We're diligent about staying up to date with education industry research and trends.

CONTACT US

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SANTAROSA
CONSULTING

OUR SERVICES

eLEARNING

We create web-based and multimedia training materials that will:

- // Simulate live systems and real-world scenarios for relevant, hands-on learning experiences
- // Require interaction with the module and activate critical thinking skills to increase retention
- // Offer self-paced education with more subsequent instructor time
- // Provide SCORM compliance for automated tracking, scoring, reporting, and content management

PROJECT MANAGEMENT

Regardless of project size, composition, and complexity, we will:

- // Facilitate the alignment of your key stakeholders on a common training vision and plan
- // Manage planning, design, promotion, and implementation efforts
- // Moderate regular team meetings and provide status reports
- // Support training registration, scheduling, and attendance

INSTRUCTIONAL DESIGN

With a learner-focused approach, we will:

- // Tailor instructional approach to the needs of your clinicians
- // Develop the most relevant, learner-focused curriculum
- // Determine the most effective delivery media and methods
- // Create targeted learning, assessment, and follow-up tools

JUST-IN-TIME ADOPTION TOOLS

We offer several tools that will increase end-user adoption including:

- // Web-accessible Show Me guides for training refreshers
- // iBook- and iPhone-compatible tools for on-the-go learning
- // Open-source files for continued technology training updates

PHYSICIAN EDUCATION

With varying learning styles and technology comfort in mind, we will:

- // Coach physicians through new technology adoption
- // Provide tools such as email information bulletins, web-based modules, and podcasts for physician convenience
- // Tailor training to accommodate diverse learning styles, needs and levels of technology comfort
- // Offer one-on-one and small group training
- // Assess learning and remediate privately and respectfully
- // Become a single point of contact for physician support in the daily course of patient care

INSTRUCTIONAL DELIVERY

In order to maximize retention, we:

- // Shadow learners before training to understand daily routines
- // Pilot and refine learning materials, instructional approach, and flow with super-users
- // Use research-driven methods to enhance learning and retention
- // Deliver on-floor support and help "at the elbow"
- // Provide ongoing assessment and remediation
- // Evaluate training content and delivery to improve future efforts

STRATEGIC PLANNING

We collaborate with key stakeholders to:

- // Analyze audience needs, constraints, and challenges
- // Determine how to engage and educate a diverse group with varying technology comfort levels
- // Define learning objectives that focus on improving daily practices
- // Anticipate and mitigate potential technical as well as organizational issues
- // Identify resources and gaps
- // Articulate a follow-up and support plan