CASE STUDY

Frederick Health | Frederick, MD

Key Challenges

Over the last 25 years, Frederick County's population has grown by nearly 40 percent, representing an increase of an estimated 95,000 people. To keep pace with that growth, Frederick Health has expanded significantly and continues to invest in technology and solutions that enhance efficiencies and help clinicians deliver safe and effective patient care.

To increase their EHR capacity and capabilities, Frederick decided to upgrade to MEDITECH Expanse, a web-based EHR solutions that improves efficiency and enables providers to spend more time focused on patient care. However, with limited resources, Frederick needed to find a cost-effective way to train their nearly 2,700 employees.

Additionally, Frederick was faced with the challenge of providing safe and effective training in the wake of the Covid-19 pandemic.

MedPower Solution

In an effort to provide the safest and most effective training possible, Frederick Health selected the MedPower learning system.

MedPower offered Frederick the option of pre-produced and customized MEDITECH Acute, Ambulatory and Point of Care EHR training that providers can safely take from anywhere using a PC, tablet or smartphone.

Physicians even get two level-one CME credits for completing MedPower courses.

MedPower's unique microlearning approach to training also offered providers a more engaging way to learn new MEDITECH systems and workflows – leading to greater satisfaction, higher proficiency and lower burnout.
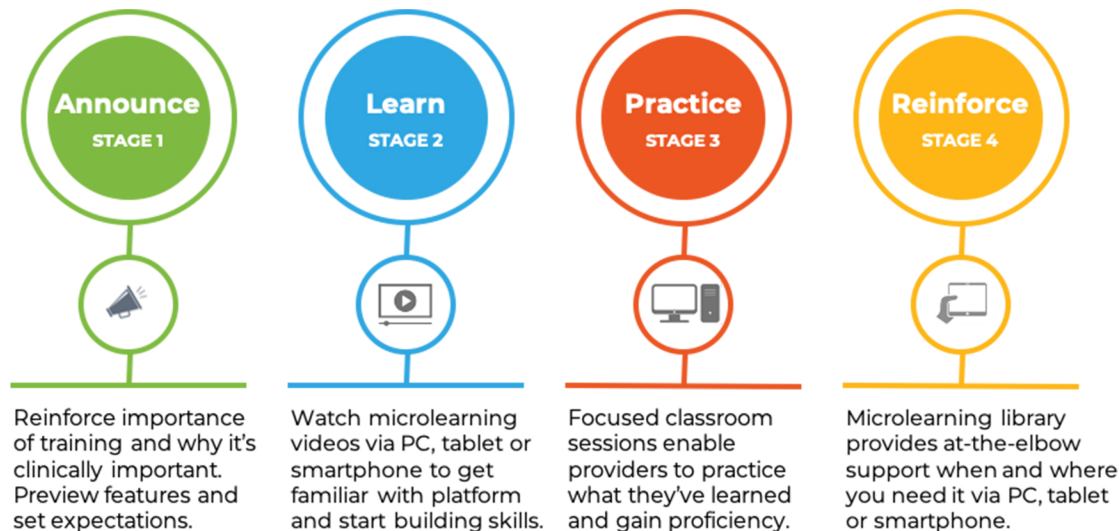
Choosing MedPower also meant that Frederick always receives the most up to date, comprehensive training, packaged into courses tailored for the needs of each department. Plus, MedPower's microlearning modules make a great reference library for post go-live support.

"The Covid-19 crisis has made it increasingly difficult for leading healthcare organizations, like Frederick, to keep physicians up-to-speed on new systems and changing workflows. IT staff are increasingly off-site and hospitals want to keep classroom training to a minimum." — Brian Haggerty, CEO, MedPower

MedPower Support

MedPower partnered with Frederick to define and implement an eLearning strategy that blended online coursework with focused classroom training -- cutting classroom hours by as much as 50%.

Announce STAGE 1	Learn STAGE 2	Practice STAGE 3	Reinforce STAGE 4
Reinforce importance of training and why it's clinically important. Preview features and set expectations.	Watch microlearning videos via PC, tablet or smartphone to get familiar with platform and start building skills.	Focused classroom sessions enable providers to practice what they've learned and gain proficiency.	Microlearning library provides at-the-elbow support when and where you need it via PC, tablet or smartphone.

MedPower also provided key implementation services that helped streamline operations and increase productivity, including:

- Customizing portal, organizing courses and training administers.
- Setting up organizations, uploading users and enrolling providers.
- Running cross-functional status meetings and updating schedules.
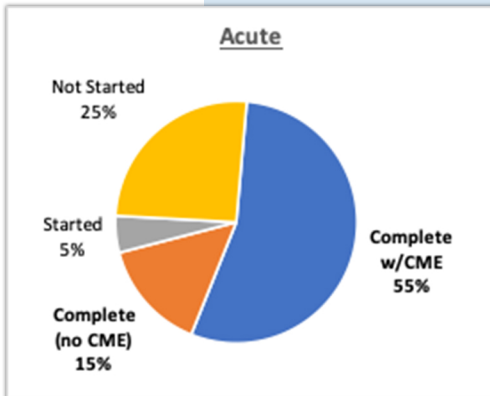
Marketing Support

MedPower designed custom posters, flyers, cards and email templates for Frederick to help generate awareness and boost engagement.

MedPower Results

MedPower provides Frederick a comprehensive set of reporting and assessment tools they use to track and analyze lesson progress, grades, certifications, completion status and much more.
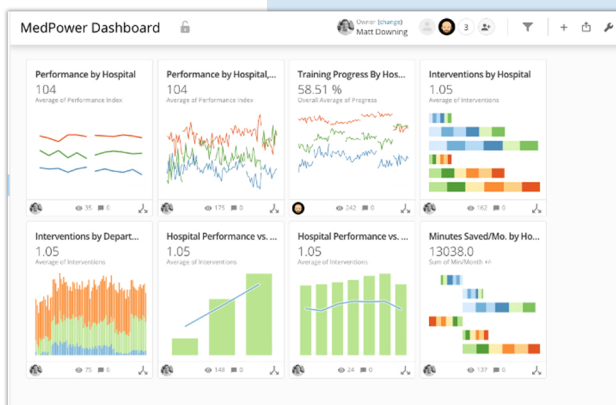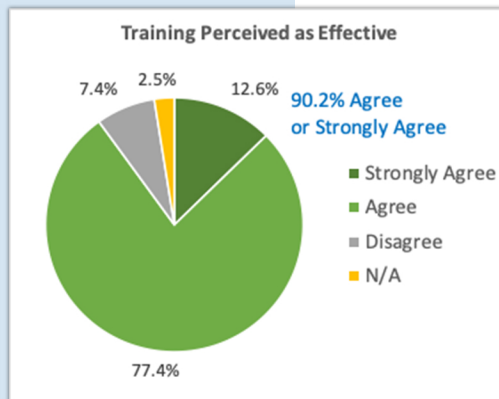

Progress Reports

Frederick is seeing engagement rates as high as 75%, with 55% of physicians qualifying for CME credits.

Provider Surveys

Over 90% of Frederick physicians report that MedPower training is effective and feel they understand key features.

Advanced Analytics

MedPower is working with Frederick to analyze EHR user behavior and to identify microlearning interventions that could be used for up-skilling and just-in-time learning.

Testimonial

"Frederick Health has partnered with MedPower to provide a training platform for our providers to access online video training prior to the classroom training for MEDITECH Expanse. Providers will be able to earn 2 CEUs for completing the mandatory online training. The platform is being used to sign up the providers for classes at the completion of their online training and we can also place training documents within the platform for references post go live. Providers are able to access these quick tutorials on their own time with mobile devices. We were very impressed with both the content of the product, and also the hard work and dedication of the MedPower staff. They kept in constant communication and helped us during the initial set up and launch. Their idea of coming on site to create a "genius bar" to introduce the platform was a big success.

When we made changes and asked for new requests, they always came back to us quickly willing to help. The interface is very user friendly and easy to navigate. Our providers have had a great experience with their courses, which have shown in the positive feedback we have received. The reporting tool makes it very easy to track usage and completion statistics. This product is an asset for our MEDITECH Expanse "go-live" training and for other trainings in the future."

— Jackie Rice
VP, Chief Information Officer, Frederick Health

About MedPower

MedPower is a more cost-effective training alternative that gives users a more engaging, intuitive and effective way to learn during go-live and beyond. MedPower converts complex training into simple and short microlearning videos and content that can be mixed and matched into custom-built courses -- ensuring providers only have to complete the most relevant and beneficial training.

MedPower's self-paced courses and microlearning platform are ideal for busy providers who prefer to consume training in quick intervals between patient visits, during breaks, or after hours. Intuitive web and mobile apps make it easy for providers to complete training and assessments on their own schedule, from anywhere, using any device. Post go-live, MedPower's microlearning library is at your fingertips whenever and wherever providers need "at-the-elbow" support.

MedPower's results-driven approach to training is a perfect match for hospitals looking to increase adoption and maximize their return on IT investments. Our comprehensive reporting makes it easy to track and analyze progress, assessments, and completion status.

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