

Virtual Training & Go-Live Support

Completing a successful virtual Epic EHR Go-Live with \$65k in cost savings and virtual efficiencies too.

"[I've] been involved with many EMR go-lives and the plans and efforts that were developed for the Carle Regional Memorial Hospital (CRMH) go-live to maintain full support during the COVID-19 pandemic was extremely impressive and will strengthen our Carle system during these challenging times."

- Dr. Charles Dennis, Chief Medical Officer, Carle

Our Challenge

As the COVID-19 pandemic emerged, Carle Foundation Hospital, an integrated health system based in Champaign, Illinois, was underway with an Epic EHR implementation including a recently acquired community hospital and 6 affiliated multi-specialty clinics. It was critical to have this newly acquired hospital on the same EHR while balancing the safety of staff and patients.

Our Solution

Carle and Pivot Point Consulting worked together to rapidly "pivot" plans at the 11th hour ensuring a successful and safe go-live. Together they developed guiding principles to frame key decisions.

With the guiding principles in place, the team focused on transitioning training from the traditional in-person classroom setting to being 100% virtual. Leveraging self-guided eLearning, instructor-led sessions and post class exercises. Class schedules, course materials, Provider Personalization Labs (PPL) and End User Proficiency Assessments (EUPA) were all arranged to be delivered remotely.

Additionally, a detailed schedule for Carle IT support resources was set, and these resources assisted with remote training technology testing and troubleshooting to enable a successful training experience.

The Outcome

A formal registration and verification of course completion was created to track student's training status and completion. Additionally, a detailed schedule for Carle IT support resources was set and these resources assisted with remote training technology testing and troubleshooting to enable a successful training experience. Through collaborative planning, the number of on-site resources was reduced by one-third to reduce contact risk and support the health and safety of patients and staff.

64%

OF TRAINING
COMPLETED ONLINE

600+

PROVIDERS AND STAFF
TRAINED



\$65k in cost savings

because the remote support model resulted in the closing of the Command Center one week early and the virtualization of training and go-live support cut down on travel costs.



144 training hours saved

due to most virtual classes realizing a ~30 minute per class time reduction over the 3 weeks of virtual training.

Relationships. Reliability. Results.
Get in touch today.

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