



High performance. Delivered.

Training Lessons Learned: Improving Adoption

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Objectives

- ✓ At the completion of this workshop session the learner will be able to:
 - Discuss 'lessons learned' from literature to planning a training approach.
 - Identify three methods to increase adoption.



Agenda

- ✓ Literature Review: Lessons Learned
- ✓ Teaching Strategies
- ✓ Questions/Comments



Literature Review: Lessons Learned

- ✓ Train close to Go-Live date
- ✓ Use multiple training delivery methods
- ✓ Use clinicians as trainers
- ✓ Train and support Super Users
- ✓ Provide adequate training time and extra practice
- ✓ Training should reflect practice
- ✓ Provide one-on-one support

Teaching Strategies

Delivery Techniques

- ✓ Computer-based Training (CBT)
- ✓ Practice Exercises
- ✓ Post-Training Assessments
- ✓ Practice Lab
- ✓ Training Database

Supplemental Materials

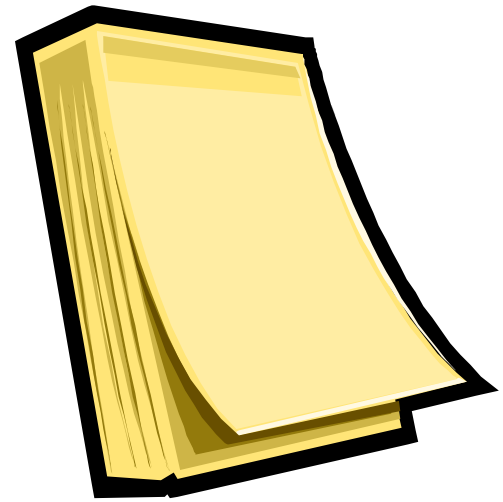
- ✓ Quick Reference Guides
- ✓ User Manual
 - Paper and On-Line
- ✓ Practice-based Scenarios

Delivery Techniques

- ✓ Classes are a combination of:
 - Instructor-led
 - Introduction and major impacts
 - CBT
 - Include only basic/ same to all users content
 - Practice exercises
 - Use a database that mimics real data
 - Post-Training Assessments
 - Users demonstrate what they learned and feel confident or self-schedule additional training
 - Training Evaluation
 - End-users evaluate each class and updates are shared with all trainers

“Sticky Note Feedback”

- ✓ Have post-it notes at each workstation
- ✓ Encourage feedback on
 - Training delivery
 - Training materials
 - Training database
 - “Real” system concerns
- ✓ Collect and collate findings
- ✓ Fix what’s possible immediately
- ✓ Communicate changes



Trainers & Super Users

- ✓ Clinicians involved in the analysis, design, implementation process, testing and evaluation
- ✓ Key Trainer Training
 - Two weeks prior to end-user training
 - Modeled after end-user training
 - Recommendations (modifications) incorporated into end-user training
 - Act as pilot group
- ✓ Super Users Training
 - Offer multiple training sessions
 - Train during first week of training
 - Send additional information via e-mails (weekly)
 - Include process-specific training - if needed again just prior to LIVE



Selected User Comments

✓ Most Helpful

- The step-by-step training guide and the interactive demonstrations online
- Lots of individual help from instructors
- Independent, self-paced training
- Hands on interactive session with instructor continuously present
- Like the self-paced format

✓ Least Helpful

- Lot of information for one day of training
- Should all be available online (no classroom training needed)



Compare Results with Lessons Learned

- ✓ Train users less than 6 weeks before LIVE
- ✓ Use multiple training delivery methods
- ✓ Use clinicians as trainers
- ✓ Train and support Super Users
- ✓ Provide adequate training time and extra practice time and ability
- ✓ Design training to reflect practice
- ✓ Provide one-on-one support
- ✓ Offer training starting immediately after LIVE

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