

If you use an EMR, how do you keep your knowledge current with its capabilities, updates, or enhancements?

(E.g.: online tutorials, peers, classroom training)

- 1) I am learning from peers.
- 2) We have Practice Partner. They have annual training sessions and updates if we want to send employees.
- 3) We get regular Epic updates as well as classroom training. In our office, we have HUG (Helpful User Group) meetings, usually once a month or so, for the providers to go over pearls that we have discovered with each other.
- 4) My vendor provides PDF versions of user manuals, videos, teleconferences and conferences to learn how to use features as updates are added. I also ask my peers and trial and error.
- 5) I don't have time to go over EMR updates. Some of my staff will go for training, but the problem is the hospital does not pay them a higher salary (based on higher training); it will only be a matter of time before the staff leave because of their salary and because they now have advanced training.
- 6) Conferences, trainers, super user groups, and shared best practices among 150 providers using ECW in and around Norman.
- 7) Peers.
- 8) On-line tutorials, CD the software company sends, and peers.