HEALTHCARE IT LEADERS

CommonSpirit Health

Our training experts created a flexible, web-based training program to support the health system's rollout of speech recognition software.

Challenges

The Dragon Medical One speech platform from Nuance allows Providers to quickly create documentation through voice commands, increasing productivity and mobility. To help its users get up to speed on key features of the solution, CommonSpirit Health tapped Healthcare IT Leaders to provide comprehensive training.

While some clinicians had used a previous version of Dragon software, others were first-time users, so the curriculum needed to meet the learning needs of experienced and novice users.

Solution

In the initial classroom model, our trainers offered onsite learning with practice exercises focused on dictation, commands, and error correction using the Nuance PowerMic recording device. At the request of the client, our team pivoted to a webinar format with live Q&A that allowed for remote training at reduced cost.

Healthcare IT Leaders also created 4 new e-learning modules for ongoing use by the health system. These consisted of modules for first-time Dragon users and advanced users, as well as modules specific to the integration of Dragon Medical One with the health system's Epic EHR.

Results

- Our team delivered training to 3,000+ users across 9 states.
- In post-training surveys, 89% of participants rated the training as extremely or very relevant to their workflows, and 91% were likely or very likely to recommend our training program to a colleague.

Client Profile

CommonSpirit™

CommonSpirit Health is a nonprofit Catholic health system, formed from the merger of Catholic Health Initiatives and Dignity Health, and focused on advancing health for all people and serving communities in 21 states. CommonSpirit operates 700+ care sites and 142 hospitals, as well as research programs, virtual care services, home health programs, and living communities.

Healthcare IT Leaders created a Web-based training platform that was easy for our providers to attend. By being ahead of the curve (with online training), we can quickly provide our sites with the additional tools they need to support telehealth during the COVID-19 response.

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