# Providing training and guidance for long-term success

Accelerate care teams' EHR adoption and utilization with Epic Training Services.

When an entire organization needs to learn to use Epic EHR, it's important to set the stage for success. Tackling this daunting task—ensuring each user has the right skill sets—requires expertise in identifying long-term needs and a history of effective planning and delivery. A thorough, well-organized training program is key to making the most of everything the EHR has to offer—without disrupting the delivery of high-quality patient care.

Through its Epic Training Services, Nuance offers a comprehensive program to educate care teams at all phases of use. The team includes resources ranging from credentialed and principal level trainers, to those certified to train and build in any Epic EHR module. The team has nearly a decade of experience delivering more than 350 training engagements and working with thousands of Epic users at all levels of familiarity.

Nuance has cultivated the industry's most experienced personnel to serve as trusted partners to develop and deliver a consultative engagement and training program. Through analysis of Epic EHR reports, personalization data, and Nuance solution data, our experts develop the right training approach, build integrated content, and deliver multi-touchpoint training in alignment with a customer's culture. Ensuring customers are prepared to manage their organization's Epic EHR training needs and equip care teams effectively—now and in the future—is Nuance's primary objective.

**Delivering outcomes-focused training**
Effective training starts with identifying the specific knowledge, skills, and tools needed by each member of the care team. We analyze data from Epic and Nuance solutions to develop the right training approach and build integrated content. Our customized delivery plan prioritizes current and future training needs, addresses cultural and logistical needs, and manages progress—all geared to help each user reach peak efficiency and productivity.

**Key benefits**

– Increase care team readiness for Epic Go-Lives and major upgrades

– Make efficient use of care team and trainer time

– Seamlessly integrate Nuance solutions into Epic workflows

– Achieve effective and efficient use of Epic EHR features and functions

**Key features**

– Highly experienced team with over 350 engagements delivered

– Data-driven, targeted training approach

– Best practice approach to advancing use of Epic productivity tools

– Analysis of user proficiency with key Epic EHR skill sets

– Custom training programs address go-live to long-term needs

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## Key components

**Personalization labs**
An integrated training approach shows users how Epic's EHR and Nuance solutions work in combination within a seamless workflow and create a single proficient experience. By deeply integrating Nuance and Epic solutions, clinicians spend 45% less time on documentation.

**Simulation labs**
Specialty-specific, scenario-based training in simulation labs delivers real-world setting to care team members. Practice runs provide a safe environment in which to achieve understanding of the workings of the EHR, boost confidence, and arm care teams with the core Epic skills needed on the first day of Go-Live.

**End-to-end training program management**
Alignment with your organizational needs and Epic's training recommendations allows our experts to manage, design, and deliver a successful training program with longevity in mind. Our best practice approach has proven results with a 99% pass rate for the Credentialed Trainers exam.

**Data analytics-driven targeted training**
Epic EHR analytics, evaluations, and Nuance solution data are used to gauge end users' skill level throughout training. With statistical insight, our team develops action plans for individual care team members and pinpoints overall training program improvement opportunities.

**Development of a sustainable training program**
Our team understands the importance of continual high-quality training for new and current care team members. Through a unique mentoring program, our senior trainers work closely with new team members during development and delivery of training initiatives to ensure they gain the wisdom of more seasoned associates.

Nuance's EHR Services team has the expertise and experience to empower your organization with the knowledge, skills, and tools to be successful—achieve high levels of EHR adoption, receive maximum value from your investment, and ultimately, attain greater care team wellness.

You invested in your EHR—make sure your team is making the most of all it has to offer.

To learn more about Nuance EHR Services for Epic including Epic Training Services, please call 1-877-805-5902 or visit nuance.com/healthcare.

> "Our providers experienced a higher level of support and training during and after Epic Go-Live with Nuance. Their thorough understanding of how a provider can use Epic reinforced the value of Epic functionality with seamless integration of Dragon Medical. Providers consistently asked for additional personalization assistance from Nuance resources. This greatly assisted us in the transition to Epic, improved provider satisfaction, and gave an optimistic outlook to all involved."
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> **Mark Wess,** MD, MSc
> Chief Medical Information Officer,
> Greenville Health System

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**About Nuance Communications, Inc.**
Nuance Communications, Inc., is a leading provider of voice and language solutions for businesses and consumers around the world. Its technologies, applications, and services make the user experience more compelling by transforming the way people interact with devices and systems. Every day, millions of users and thousands of businesses experience Nuance's proven applications. For more information, visit www.nuance.com/healthcare or call 1-877-805-5902. Connect with us through the healthcare blog, What's next, Twitter, LinkedIn and Facebook.

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