Accelerate proficiency with skilled training

Achieve efficient, effective use of the EHR with end-to-end training programs tailored to meet user needs.

A well-planned training program makes the difference between an EHR that helps users take care of patients and an EHR that slows progress. If training is tuned to efficiently and effectively impart relevant knowledge, the audience will be more receptive. When every user knows how to use the EHR to its fullest, its value is maximized.

Nuance EHR Training Services has delivered over 350 end-to-end training programs and has worked with thousands of EHR users of all skill levels. Our team's clinical knowledge provides insight into the thought process of each user EHR interaction and helps define skillset and workflow needs. Our backgrounds in adult education help present training in a context that resonates with users.

Training program development and management
Our training directors—cross-certified in EHRs and project management—design a pre- and post-go-live training program that targets specific skillsets and EHR applications used by each role. Our mentoring, superuser, and credentialed trainer programs ensure knowledgeable resources are on hand for ongoing assistance.

Curriculum development
Our course content is designed to align with EHR recommendations and help users work quickly and ably in the EHR.

eLearning
Our online courses offer convenient anytime access to training using Captivate, PiiQ, Docebo, and more.

Instructor-led classrooms
Our trainers cover foundational and functional knowledge for groups segmented by role, specialty, and department.

Interactive labs
Our specialized teams build and direct interactive labs where users experience first-hand how to integrate Nuance solutions with EHR tools (macros, templates, features).

Key benefits

– Increases care team readiness for new documentation technology.

– Empowers users to achieve effective and efficient use of EHR features and functions.

– Boosts EHR adoption for maximum value.

– Improves user performance when analytics identify areas (users, skillsets, modules, etc.) to target for training.

– Maximizes user efficiency by integrating Nuance solutions into EHR workflows.

– Reduces need for training time and resources when eLearning imparts foundational EHR knowledge prior to classroom training.

– Lessens user anxiety when interactive labs provide a real world, hands-on experience of new workflows prior to activation.

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User settings labs

Our pre-activation and drop-in user settings (personalization) labs offer one-on-one assistance to users who personalize their workspace, configure notifications and order sets, and integrate Nuance solutions into their workflow to work more efficiently.

Simulation labs

Our simulation labs give users a hands-on experience test driving daily scenarios in our specialty-specific, training environment builds integrated with Nuance solutions. Users gain familiarity with day-to-day workflows and gain confidence in their use of the EHR.

Targeted training with analytics

To drive training program success, we constantly monitor EHR, user assessment, and Nuance solution data. By identifying gaps in knowledge, we can develop action plans tailored to address the greatest needs and improve performance for whole departments and locations down to individual care team members. EHR adoption and utilization continue to grow with improvements in user proficiency.

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

Analytics

– Addresses performance gaps with actionable insights related to resource adjustments, remediation plans, and retraining.

– Provides stakeholder transparency through frequent reporting on adoption, revenue, staffing, budget, corrective coding actions, resource management, and other custom metrics.

– Builds a road map for activation at-the-elbow support when training analytics highlight areas that need focused support.

– Identifies specialties that may need more support at activation.

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.
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