Utilizing the Master Training Schedule Tool – Benefits and Limitations

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Background

Early next year, Lehigh Valley Health Network will be making the change to EPIC, an integrated electronic health record (EHR). The major benefit of this implementation is to merge many stand-alone applications into one comprehensive system for improved patient record accessibility across the care continuum. While EPIC will be the catalyst that facilitates greater effective care, it also requires every employee to participate in required training to use the system to its full potential. Therefore, to provide training, a master schedule is needed to manage the large volumes of classes. My research project this summer is to determine if the Master training schedule template provided by EPIC is useful in terms of assessing occupancy, high demand dates, and room availability for effectively training a large end user population.

While my final project was to put together this schedule, there were other pieces that needed to be completed and reviewed. Along with the schedule template provided by EPIC, a training calculator was also provided. The training calculator is an Excel spreadsheet that calculates the number of classes needed to deliver each application’s curriculum to a specific group of users based on the total number of end users, seats in the classroom, and available trainers.

Methods

Creating Badge Swipe Events
Data Entry for Super User project
Compiling Candidate list for Credentialed Trainers
Instructional Designer and Trainer collaboration

Results

After compiling the necessary facets, I was able to create a master training schedule considering the needed criteria. Using a template that was provided by the EPIC Training Specialist which included available rooms and time frames, I used the numbers that were calculated from the formula to populate the schedule. Taking in mind these restrictions and a method of staggering classes that was suggested to me, it was fairly simple to generate a comprehensive schedule. This project gave me the opportunity to create a formula that could possibly help other EPIC clients build their own schedules in the future. I was able to utilize my skills to consider the needs of the customer and create a product that met the requirements of the company while making it accessible and manageable to the learner.

Consulted Materials

EPIC UserWeb Post
Example Schedule

Training Facility at One City Center

Additional Learning Experiences

- Creating Badge Swipe Events
- Data Entry for Super User project
- Compiling Candidate list for Credentialed Trainers
- Instructional Designer and Trainer collaboration (providing needed materials for training sessions)

REFERENCES
1. Example Schedule provided by Cheryl Nelson, RN, Principal Trainer, Texas Health Resources