uPerform

Supporting your transition to digital learning

uPerform® is improving user productivity and proficiency of mission-critical IT systems

uPerform is a digital learning platform that meets the needs of end-users today with on-demand, just in time learning content retrieved easily in the flow of work, changing the way software training is conducted for health systems. uPerform prepares and guides clinicians through rollouts, upgrades, and procedural changes for your EHR, ERP, HCM and other applications with tools supporting the creation, management, and delivery of training content:

- **Creation**: Rapid content creation functionality increases authoring efficiency enabling a sustainable hybrid learning model

- **Management**: A single training library, centralizing content and courses from various sources including Epic, Captivate, and Microsoft Office files, guarantees help is found and consumed quickly

- **Delivery**: On-demand micro-learning educational materials available in the workflow ensure content reaches users, building proficiency and increasing satisfaction with the software

uPerform accelerates your training initiatives. Here's how:

Onboard and cross-train clinicians without the classroom

Scale your training program to rapidly onboard new employees, groups, or acquisitions with a hybrid approach and standardized curriculum. uPerform supports a more efficient training model:

- Decrease clinician time in training by 40% with digital courses and assessment tracking

- Eliminate time spent in redundant or irrelevant lessons with courses automatically tailored to each user's role, specialty, or department

- Create a single source for all training and support content by centralizing all learning materials, including courses, by integrating your LMS

"We see incredible benefits in using uPerform. It fits in seamlessly with the vision that we have at EPD Academy, which is based on hybrid learning."
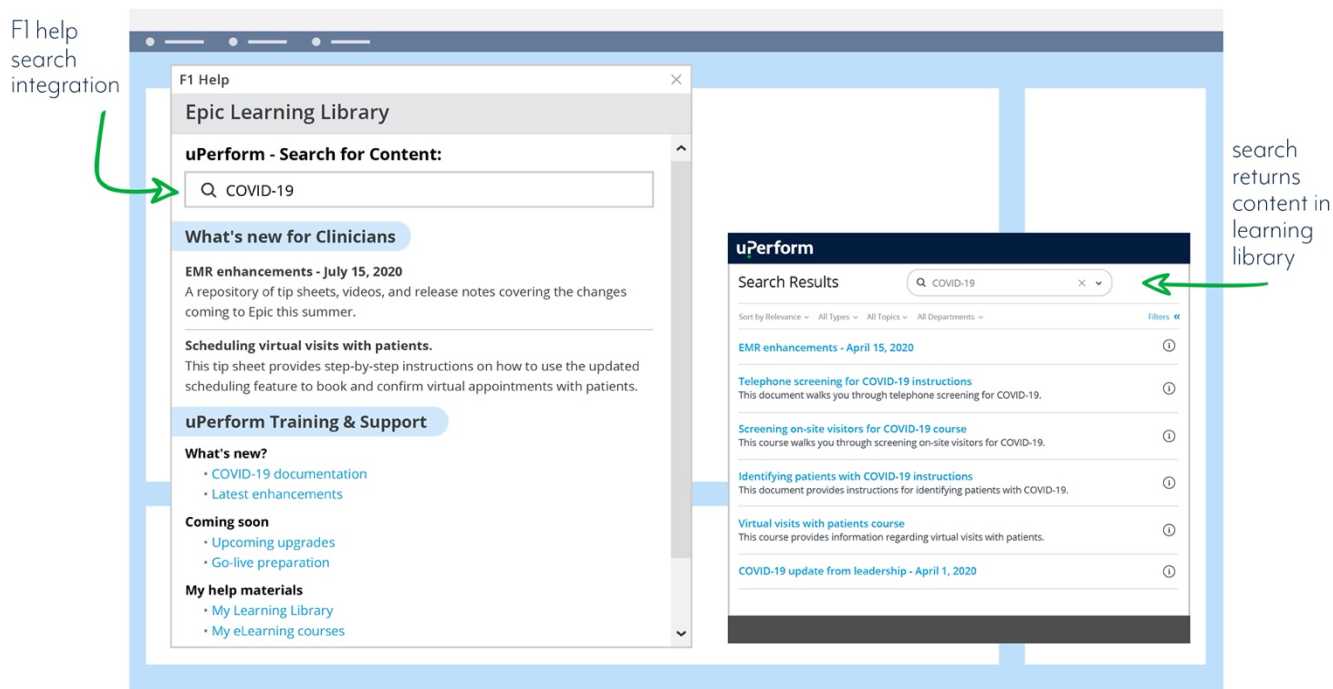
– Judith van Gerven Biermann, Coordinator of the EPD Academy at Elisabeth-TweeSteden Hospital (ETZ)

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uPerform provides step-by-step guidance to users one click away. Here's how:

Create more proficient and satisfied EHR users with role-based performance support available within the workflow

Help clinicians navigate software changes, reduce burnout, and improve productivity with role-based tip sheets, simulations, and videos available within your EHR. uPerform offers several integration options within Epic, each which can be enabled for your organization:

- Add links to the Learning Library from the Main Menu, Best Practice Advisories, or Learning Home Dashboards
- Add context-specific help in the Storyboard or Patient Header within an Activity of Workflow
- Integrate help content into the Epic F1 command function, help button, and end-user 'help' searches within Epic

Quickly disseminate change education materials using content you already have

uPerform can help you share and communicate the rapid changes occurring in your Epic system, including changes to build, workflows, policies and procedures, messages from leadership, and other system related information. Simply import or link to existing content (e.g., pre-built Epic content, Microsoft® office files, web links and more) and uPerform presents it to end-users in the Learning Library.

Accelerate content creation for upgrades, customization, and procedural changes

Faced with quarterly EHR upgrades, it's important for training teams to create and deliver user-specific learning content rapidly. uPerform empowers your education team and subject matter experts:

- Accelerate content creation by recording once and distributing multiple output types, including simulations, tip sheets, and videos
- Master the ever-evolving EHR by quickly rerecording and republishing content when changes are required
- Consult analytics and reporting to understand content access and usage, content lifecycles, and proficiency gaps

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