



CLIENTS FOCUSED. RESULTS DRIVEN

Virtelligence has had years of success by working with top healthcare professionals and organizations accompanied by a complete understanding of the Health-Care industry and the best resources available

| ABOUT US:

1998: Virtelligence firm was founded Minneapolis, MN

2005: Receives "Best Places to Work" Award by Minneapolis/St. Paul Business Journal

2007: Ranked #11 in "Fast 50" fastest growing companies in Twin Cities by Minneapolis/St. Paul Business Journal

2008: Wins "Top 500 Diversity Businesses" Award

2009: Named as Top 100 Healthcare IT Company in US by Healthcare Informatics

2009: Named to INC. 5000 magazine's fastest-growing private companies list

2012: Named third time as one of the "Best Places to Work" by Minneapolis/St. Paul Business Journal

2012: Ranked #13 in "Fast 50" fastest growing companies in Twin Cities by Minneapolis/St. Paul Business Journal

| THE CHALLENGE:

Park Nicollet Health Services was implementing Epic software throughout their organization. Extensive training needs were identified which included customized training for its multiple Hospital Outpatient Departments known as HOD's. Each department is unique and special attention was required to verify that the training aligned with the daily staff responsibilities and requirements. Park Nicollet's staff included 250 HOD nurses, rehabilitation therapists, technicians, hospital unit coordinators, other ancillary staff and more than 7,000 staff members requiring overall Epic training. Training will enable Park Nicollet Health Service to continue to successfully generate revenue during their go-live

| THE SOLUTION:

Virtelligence consultants identified that in order to meet these training needs detailed training would be required. Preparation would include:

- ☞ Build a robust detailed training environment that simulates realistic daily events that included patients and the workflow.
- ☞ Create classroom curricula
- ☞ Work in partnership with Epic super users and managers of each department
- ☞ Assist in the development of the train the trainer program and serve as mentors for the educators
- ☞ Develop the ability to determine the success of the training. Users would be required to achieve 80% or greater accuracy upon testing
- ☞ Create Study Halls for end users needing additional assistance or practice.
- ☞ Continue on site support during go-live.

OUTCOME

The onsite staff training was completed in less than eight weeks. By selecting Virtelligence experienced consultants to assist in the build and guide them through the training process, Park Nicollet staff was able to seamlessly transition from the custom built training environment to live implementation without interruption to the patient safety or satisfaction.