Training requirements for electronic health record (EHR) users have changed as skills have grown and organizations have matured with their EHRs. Organizations now face a common problem: new user requirements and evolving technology have outpaced EHR training design. Thus, every EHR-equipped organization should assess how it can deliver user-centered EHR training to drive organizational efficiency.

### Methods

1. **Rapid Training Optimization (RTO) Model**
   - The RTO model is a new change management model that breaks large projects into small phases to be more manageable and lessen the negative effects of change resistance.

2. **Create Role-based Training Tracks**
   - Without recreating the wheel, existing training is divided into shorter segments. These training building blocks fill the role-based curricula A.K.A. “Training Tracks” for a user-centered learning experience.

3. **Leverage Learning Management System (LMS)**
   - Using an online LMS to manage training is foundational. The Training Tracks are loaded into the LMS so that learner progress and completion can be validated and used for quality improvement.

4. **Redesign Training Information Website**
   - The training website is designed to provide step-by-step instructions for registering for training.

### Results

Blended Training provides user-centered options to accommodate flexible schedules and different learning styles. By loading the training into the LMS, the same training can be accessed onsite in Facilitated Training sessions or offsite via Remote Training. Having the Remote Training option greatly increases access to training.

**Remote Training**

**Facilitated Training**

With increased access to training, users naturally want to start training more quickly. Empowering users to self-register is a critical step to keep support requests low. A well-designed training information website facilitates self-registration by directing user traffic. Furthermore, organizing all of the EHR training courses into role-based curricula called Training Tracks makes training registration simple. Each Training Track is designed so that learners receive targeted training tailored to their role in the EHR.

These color-coded Training Tracks contain groups of EHR training courses that are appropriate for similar clinical roles. The user’s training assignment is based upon the role the user identifies during registration.

### Discussion

Blended Training increases learner satisfaction. The Remote Training option is a popular choice among learners thanks to its increased accessibility and flexibility to be completed at each learner’s own pace.

“As a night shift person, I was glad to complete Remote Training at a time convenient to me.”

EHR Training in the online LMS means that training is available “Anytime. Anywhere” there is an internet connection even on mobile devices.

In addition to a more user-centered learning experience, Blended Training with a Remote Training option reduces the organizational resource costs by rebalancing the demand for Facilitated Training courses.

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