



HEALTHCARE
IT LEADERS

MUSC Health

Our ClickSmart methodology and expert trainers helped MUSC providers reduce clicks and increase efficiency in their Epic EHR.

Challenges

Following a series of acquisitions, the Medical University of South Carolina (MUSC) consolidated around the Epic EHR, replacing multiple legacy systems. Some Providers at the newly acquired clinics did not have the same Epic knowledge as users in the parent organization, and many clinics struggled with documentation in Epic, which negatively affected closed encounters and revenue.

MUSC identified Healthcare IT Leaders as a training partner to increase provider proficiency and improve productivity, efficiency, and satisfaction with the Epic system.

Solution

Our team (1 Principal Trainers and 5 Leads) led an onsite training program using our “ClickSmart” methodology.

Our program paired trainers with MUSC users to study their workflows and usage habits, measuring clicks and time spent on key functions. We observed providers and staff during a typical workday and identified several key gaps in their Epic knowledge. Trainers also noted a lack of standardization around documentation practices.

We worked one-on-one with over 100 providers and staff to boost their system knowledge, optimize workflows, standardize common practices, and implement time-saving shortcuts and ‘smart links’.

At program’s end, a review of usage and survey data showed demonstrable improvements in user efficiency, documentation quality and provider satisfaction.

Client Profile



Founded in 1824, the Medical University of South Carolina (MUSC) is the oldest medical school in the South. MUSC Health, the university’s clinical health system, is made up of 1,600 beds across four hospitals on the Charleston Medical Center Campus and four other hospitals within the state. MUSC has more than 17,000 employees, including approximately 1,700 faculty members.

Project Details

- Implemented our proprietary “Click Smart” 1:1 training program for providers using the Epic EHR system
- Educated 100+ providers (and their staff) on Epic workflows and best practices over a 6-week period
- Achieved demonstrable results as measured by provider time in EHR, clicks, and provider satisfaction

Results

Our trainers focused on 7 key areas within Epic commonly used throughout the workday.

- In-Basket
- Chart Review
- Orders
- Notes
- Third-Party Applications (Dragon & Imprivata)
- Worklists
- Reports

We educated providers on core functionality, like the Chart Review Synopsis Tab, while demonstrating shortcuts to reduce clicks and make the system easier to use (e.g. Speed Buttons and Smart Links).

Our training saved an average of 12 clicks per workflow

MUSC follow-up data show that our interventions and training were a success. Our “ClickSmart” program:

- Reduced MD time in the EHR by 30 minutes per day
- Saved an average of 12 clicks per workflow

Our post-training surveys also confirm that we delivered a program that providers overwhelmingly recommend:

- 98% said training increased their workflow efficiency
- 95% said the experience was “very engaging”
- 94% said training was “very relevant” to their workflow
- 94% were “very likely” to recommend training to a colleague

“Healthcare IT Leaders delivered outstanding results for MUSC. Their Epic trainers were experts in system usage and focused on practical, time saving tips. Our providers appreciated the quality of the instruction and we saw measurable improvements in their documentation and system usage.”

Bob Harrington, MD
CMO, MUSC Health Affiliate
Network