Just-in-Time Training Simplifies Electronic Health Record Implementation

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Alameda County created Care Connect to serve high-risk residents who face a combination of complex physical health, mental health, and housing challenges. Care Connect is a backbone organization bringing together resources of county agencies involved in the social determinants of health, including primary care, behavioral health, housing, social services, and substance use disorder treatment centers. Care Connect supports high-need individuals by strengthening coordination and integration of care providers.

CHALLENGE

- New Community Health Record (CHR) rollout across multiple partnering organizations
- Staff unfamiliar with CHR system usage and benefits
- Urgent need to support initial and ongoing training for CHR users across a disparate range of users

SOLUTION

- Deliver a customizable microlearning platform to provide on-demand insight and tips for a diverse range of users.
- Provide ongoing post-training support, adaptable to continual CHR system optimizations.

RESULTS

- Drove CHR engagement across all participating organizations.
- Supported ongoing introduction of new features and enhancements.
- Facilitated distribution of training and guidance material to be shared across Alameda County partner organizations.

"Care Connect is leaning into Elemeno to deliver ongoing point-of care microlearning for all CHR users to ensure critical distribution of all relevant training materials, new enhancements, tip sheets and webinars, and access to vital provider/consumer guidance."

- Ivan Arreola, Management Analyst, Alameda County Care Connect

In 2019, Care Connect began rolling out a Community Health Record (CHR) system. The CHR incorporates the electronic health record (EHR) with non-acute health services, allowing sharing of information among providers to improve coordination of care. Care Connect urgently needed to implement and train staff to use the new system. Users lacked experience with the EHR generally, as well as the specific CHR system being implemented. Care Connect's existing training regime required numerous hours of classroom instruction, and was unable to keep up with ongoing optimizations to the system. Additionally, requiring staff to complete training updates via a traditional classroom method would have been prohibitively expensive.

Dynamic, Curated Training, at the Elbow, Anytime

Care Connect shared their existing training processes and materials with Elemeno. Elemeno transformed these materials into microlearning, bite-sized training and support accessible on-demand on any device. Elemeno **broadened access to multi-sector knowledge**, provided **ongoing and new topic-based training**, and made the content readily appropriate fo a **diverse range of users**.

> "The complexity of the county requires it."
> - Care Connect provider

Elemeno's cloud app solution incorporated post-training support, refresher training integrated in an applied context, and reference guides. Instead of dense information delivered via classroom hours, Elemeno's microlearning solution hosted and disseminated tip sheets, curated resources, and guidelines tailored to Care Connect partner agencies. Materials and resources were fully customizable to suit the specific needs of Care Connect and its network.

The most effective training is delivered in the right way, in the right place, and the right time. The Care Connect Elemeno app was searchable by users based on their particular needs, providing 24/7 support anytime, anywhere, via desktop or mobile. The solution provided immediate access to actionable information outside of a user's expertise, with guides walking them through processes, making them easier to understand and follow.

> "It gives me the steps and simplifies;
> [it] negates the need to do my own research."
> - Care Connect provider

The Elemeno platform facilitated disbursement of highly efficient quick-guides and documents to users from sectors that are historically fragmented. The solution allowed users immediate access to current information and actionable recommendations that ultimately support the full usage of the data sharing and care management features and benefits of the CHR system.

As Care Connect's optimization of its CHR system continuously evolved, Elemeno's solution allowed for simple updating of training resources, supplying a consistently reliable source of information for users. Furthermore, as CHR users were distributed across disparate agencies and sectors, the Elemeno solution provided a centralized source of truth for best practices, accessible from anywhere by a diverse group of users. The Elemeno app supported users of varied institution types, as well as low-, medium-, and high-frequency users.

Value to User, Client, and Administration

Over a period of 12 months, the top 40 unique CHR-specific resources were viewed over 5,500 times. Care Connect users reported that the Elemeno solution was a reliable, valuable, and in-context source of support.

> "The most useful type of resource is one that's concise."
> - Care Connect provider

Care Connect was able to avoid considerable expense on traditional training methods, which would also have required users to spend additional work hours in training, or refrain from using the CHR system and accessing community benefits until help was available.

> "The most important thing is to know the first step—what do I do, or what does the client need to do next?"
> - Care Connect provider

Beyond the CHR: A One-Stop-Shop for Best Practices

Care Connect aimed to extend the expertise of each member agency to all frontline staff. Each agency's Subject Matter Experts (SMEs) delivered curated best practices through Elemeno. Alameda County providers benefitted from ready access to key topics through microlearning references, decision guides, and videos. The Elemeno solution de-siloed agencies and created more efficient dissemination of knowledge between providers in sectors including Housing, Substance Use Disorder Treatment, Mental Health, and Care Management.

Care Connect reported improved collaboration between organizations and across multiple teams, and ensured consistency of best practices throughout the agency network. Providers from all sectors were enabled to quickly access reliable quick guides providing actionable insights to the wide array of topics that are often difficult to navigate without supportive training resources. Moreover, Elemeno's engagement analytics provided insight into end user behavior and needs, and helped Care Connect continually improve navigation through their unique system of care.

Not only did Care Connect see positive relationship building and information exchange between multi-sector agencies, but end users described better ability to do their jobs, and access to relevant resources.

"When connecting my client to Medi-Cal resources, I was able to know what happens precisely in Alameda County. It broke it down to easy steps, included links, and had the phone numbers I can go to so I don't have to go to another webpage."

- Care Connect provider

Elemeno's on-demand solution has been integrated into the workflow, equipping Care Connect users with bite-sized support, at the point of need.

"Clients appreciate it because I can get results for them."

- Care Connect provider

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