



SIMPLIFYING TECHNOLOGY FOR BETTER PATIENT CARE

The success of any healthcare technology system depends on how well people are trained to use it. At Sedona Learning Solutions, our exclusive focus is to help your staff provide better patient care and service through effective technology training. We are trusted education partners who are experts in adult learning and healthcare information technology. We work closely with you to design and deliver customized training and support for your clinical and administrative staff, systems, and goals. As a result, your staff will use key technologies with confidence, helping to improve accuracy, efficiency, and quality of care.




SEDONA
Learning Solutions

The Challenge: Your staff is under tremendous pressure. With all of their responsibilities, there is little time for them to learn how to use new healthcare technologies. Yet without command over these tools, efficiency, cost-effectiveness, quality, and safety of patient care may suffer. How can you ensure that your physicians, nurses, allied healthcare professionals, and administrators will embrace and use essential technologies?

Sedona Learning Solutions: We design and deliver customized training and support that will help your staff confidently use healthcare technologies like EMR/EHR, CPOE, decision-support tools, medical devices, and administrative systems.

Sedona Learning Solutions has been a very collaborative partner, sensitive to the unique personalities of our facilities and our diverse, multidisciplinary staff. Sedona's technology learning professionals always know how to engage our learners so they become confident, independent users of our key systems, resulting in excellent outcomes.

—Linda Hainlen, *Manager of Learning Solutions*, Indiana University Health, iuhealth.org



Services

Whether you are implementing a new system, integrating new hires, or providing ongoing support and education, Sedona Learning Solutions can help you meet your training goals with flexible training services based on your organization's needs.

We can work independently or complement your in-house education department, providing one or a full range of service including strategic planning, project management, instructional design, curriculum development, instructional delivery, physician education, and eLearning. We work as well in a full classroom with a formal curriculum as in a half-hour lunch-and-learn event. We do whatever it takes to make sure learning happens.

We help you define a vision, make sure there is commitment, foster leadership, and marshal resources. We employ multiple training methods and deliver training when it is most likely to be retained and applied. We demonstrate how training will help people do their jobs better and how they can work technology into their daily routines. We provide support, reinforcement, and updates as well as ongoing assessment and remediation.

Philosophy

Beyond achieving proficiency during the training process, our goal is to help learners use their new knowledge and skills on the job.

We understand the needs and challenges of adult learners trying to master technologies in clinical settings. If a new way of doing something is not the easiest way, staff will revert to what is comfortable. The right training is the key to making sure the new way becomes the easiest way.

Our learner-focused training and support deliver relevant content at the right time and pace for the intended audience. We make information meaningful to learners by communicating tangible benefits, contextualizing it in real-world scenarios, and helping them integrate it into their daily practice.

People

Our instructional designers, ASTD-certified eLearning experts, instructors, and project managers are adult learning and healthcare information technology specialists.

We can integrate seamlessly into your organization or distinguish ourselves as outside training experts, delivering instruction onsite, offsite, or online. No matter our role or the learning context, we are committed to the success of your people and organization as you use technology to provide better care and service to patients.



Strategic Planning

- Gathering requirements from key stakeholders
- Understanding learning objectives and needs of target audiences
- Identifying resources and establishing budget and timeline
- Developing a learning, assessment, and follow-up plan
- Promoting training to target audiences

Project Management

- Facilitating planning, design, and implementation efforts
- Coordinating registration, scheduling, and attendance
- Providing status reports to key stakeholders
- Documenting and resolving project issues
- Keeping project on-budget and on-schedule

Instructional Design & Curriculum Development

- Designing instructional approach consistent with learning plan
- Consulting with content experts to tailor curriculum to audience
- Collaborating with instructors to define delivery methods
- Developing learning, assessment, and follow-up materials
- Updating and maintaining curriculum on an ongoing basis



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Instructional Delivery

- Shadowing learners before training to understand daily routines
- Using various instructional approaches to engage and inform
- Assessing learning, retention, and impact on daily practice
- Providing ongoing follow-up and on-floor support
- Evaluating training content and delivery to improve future efforts

Physician Education

- Facilitating acceptance through communication and change management
- Tailoring training to accommodate busy schedules and varying comfort levels with technology
- Designing targeted information that can be delivered in short, useful bursts
- Providing one-on-one support and responsive answers
- Assessing learning and remediating privately and respectfully

eLearning

- Developing SCORM-compliant web-based training modules
- Simulating live systems and real-world scenarios
- Providing convenient, self-paced learning opportunities
- Covering prerequisites to get more value from instructor time
- Automating assessments and score reporting

Contact us today to discuss how Sedona Learning Solutions can help you meet your healthcare information technology learning objectives. Phone **602.840.1000** or email **info@sedonalearning.com**.

