

Parkland Health & Hospital System Recognized for Excellence Healthcare System



QUICK FACTS

Organization

Parkland Health & Hospital System

Industry

Healthcare

Challenge

COVID-19 forced virtual training on large Texas health/hospital system

Solution

OrasiLabs, the train anyone, anywhere, anytime cloud-based hands-on learning platform by Orasi

Results


1000+ employees trained in just 4 months; Training easy, low-cost and effective across several areas of healthcare system

Parkland Health & Hospital System first opened its doors in 1894 and is now one of the largest public hospital systems in the United States. The hospital averages more than one million outpatient patient visits annually. Services include a Level I Trauma Center, regional burn center in the U.S. and a Level III Neonatal Intensive Care Unit. The system also includes 20 community-based clinics, including primary care and women's clinics, 12 school-based clinics and numerous outreach and education programs. Parkland is also the primary teaching hospital for the University of Texas Southwestern Medical Center.

The Challenge: A Global Health Crisis Forces Plans for Classroom Training to a Halt

Daniel Cluck, Sr. Clinical Informatics Learning Specialist, joined Parkland in March 2020 just as the COVID-19 global pandemic began to change how people interact. He was brought onboard to ensure that hundreds of medical staff were trained in the proper use of Epic, Parkland's electronic healthcare records (EHR) software and other healthcare technologies. Effective training was paramount - if systems were used incorrectly, the result could be poor patient care and medical billing issues.

Like most organizations, Parkland had always trained its staff in person which is costly given travel time, lodging and hours out of the office. But onsite training allowed instructors to interact and engage directly



with students to ensure they understand the critical material and processes. Just as Cluck was preparing to roll out a traditional classroom training for EHR to 400 residents, COVID-19 brought all plans for in person instruction at Parkland to a standstill.

Cluck had to quickly pivot to research and implement a virtual training solution as soon as possible so the EHR training schedule wasn't impacted. Traditional online meeting applications alone weren't a viable option as they didn't provide the key elements Cluck needed to administer effective hands-on training on the software applications. The online learning solution needed to provide instructors views of each student's progress and classwork, the ability to access with a browser only, and have a 'look over the shoulder' feature to engage directly with individual students. The virtual solution also had to be up and running, fast.

The Solution: Moving from Classroom to Virtual Learning ASAP

After a thorough review of several solutions, Cluck and his team chose OrasiLabs as their partner to enable their transition from traditional to virtual learning in record time. The company's pay by the hour, cloud-based virtual training labs simulate a more realistic learning environment that encourages engagement, increases knowledge retention, and ultimately prepares students for real-world scenarios, especially critical in a healthcare setting.

Parkland instructors were able to educate large numbers of students virtually at the same time, while still providing personalized "over the shoulder" instruction. OrasiLabs' virtual labs platform allowed for attendance tracking, multiple views on one screen, over-the-shoulder views of individual students progress, remote monitoring and gave instructors insight into students' performance.

The Result: Training More Staff at a Lower Cost and in Less Time

In the course of four months Parkland trained more than 1,000 residents, administration, and back office staff, most students within just a two-week time period.

Despite the remote nature of the classes, the virtual training was personalized and interactive.

About OrasiLabs

OrasiLabs drives software application adoption and retention through interactive on-demand training in modern virtual labs. OrasiLabs saves time, reduces overhead costs and automates processes to simplify the delivery of application training, and provides an enhanced learning experience for everyone. Visit <https://orasilabs.com/free-trial/> for a free trial.

About Orasi

Orasi is a DevSecOps innovator that drives software innovation one application at a time. We empower companies to increase the velocity, quality, security, and adoption of software applications so you can increase revenue and gain a competitive advantage in an ever-changing marketplace. <https://www.orasi.com>

About Parkland

Parkland Health & Hospital System first opened its doors in 1894 and is now one of the largest public hospital systems in the country. The hospital averages more than one million patient visits annually. Services include a Level I Trauma Center, regional burn and a Level III Neonatal Intensive Care Unit. The system also includes 20 community-based clinics, including primary care and women's clinics, 12 school-based clinics and numerous outreach and education programs. Parkland is the primary teaching hospital for the University of Texas Southwestern Medical Center.