Netsmart Advancement Education Strategy & Plan

Message to Northern Light Home Care and Hospice Clinical Team

On **October 24**, we will begin using the Netsmart Mobile platform. This will be a rolling go-live, extending **through November 18**. For this, we will be using an innovative education and implementation approach. You will attend class one day and then start using Netsmart on your iPad on your next scheduled workday. This will allow you to apply the skills you learn in class immediately – something shown to help with the adoption of new workflows.
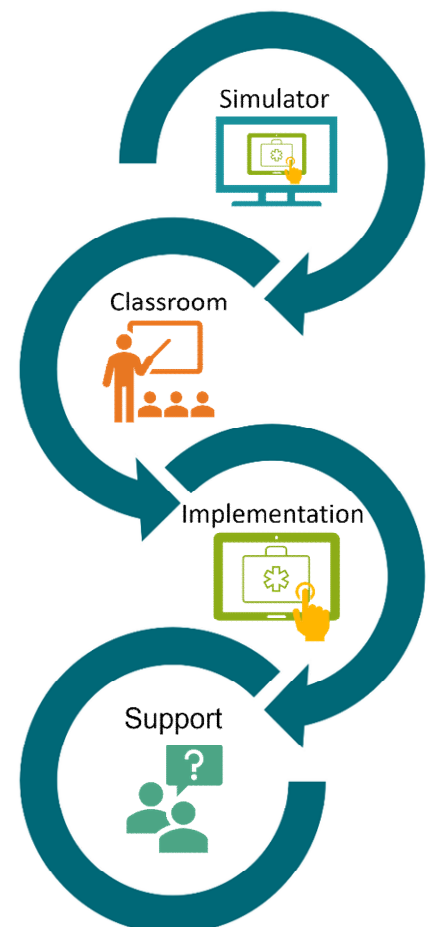
In a rush? Your action items are highlighted in the following by a **star** ☀ **icon** to the right.

The chart shown to the right represents the full education strategy for our Netsmart Mobile go live. If needed, clinical team members will complete an **online simulator** on Northern Light's electronic health record (EHR) learning management system, PromisePoint, prior to class.

Next, is instructor-led **classroom** education. Classes will be held on-site in Presque Isle, Ellsworth, Bangor, and Waterville. Classes for South Portland will be held in classrooms on-site at Mercy Hospital's Westbrook campus.

Team members will receive their iPads when they arrive for class and use these for the education. These devices will be taken by participants to **implement the new tools and workflows for patient visits**.

Clinical Informaticists, Information Systems technicians, and members of the Home Care and Hospice leadership and super user teams will be available for **support** throughout the implementation period.

Simulator

Classroom

Implementation

Support

Education & Support Plan for Clinical Personnel

Part One (Online Simulator)

The clinical team at NL Home Care and Hospice is now invited to begin your Netsmart Advancement education. As demonstrated above, the education begins with an online simulator.

> **Assigned Simulator: NOLH-7300 NETSM Introduction to iPad 101**
> **Approximate Duration: Up to 47 minutes**

If you are not **very** comfortable with the use of an iPad, please complete the assigned simulator before your scheduled class. This will help ensure a quality learning experience is provided to you, and your peers.

Not sure if you should do the simulator? Even experienced iPad users have reported they have learned new things from the simulator. If in doubt, we encourage you to do it.
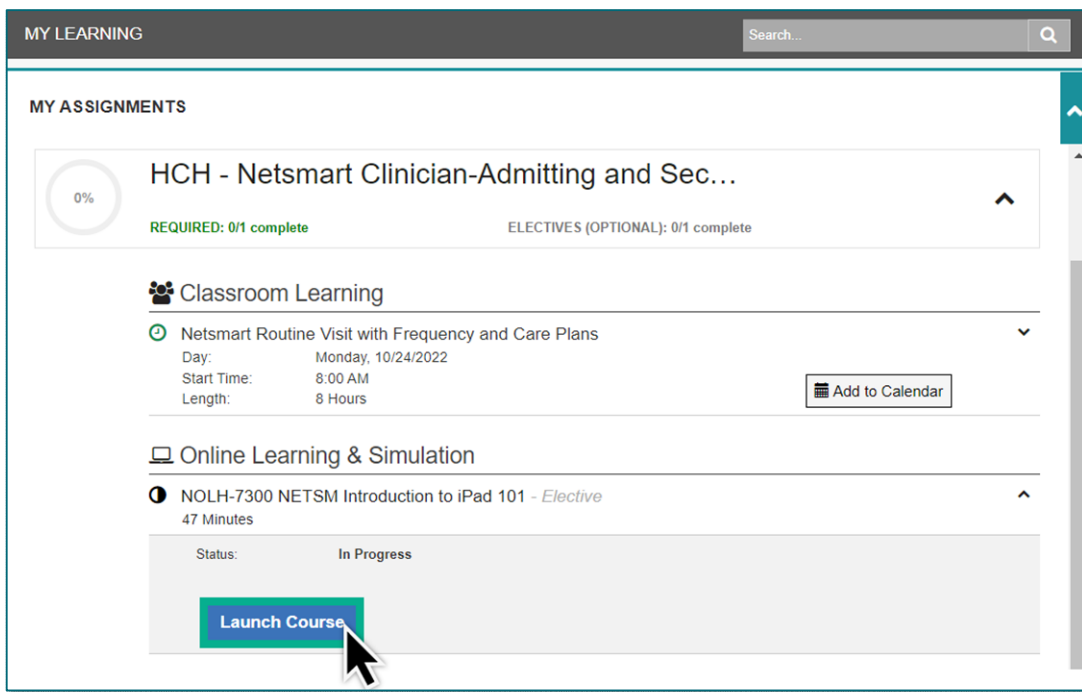
Access PromisePoint

- **URL:** www.promisepoint.com/northernlighthealth
- **Username:**
    - **NLH Employees:** Seven-digit employee number with leading zeros, e.g., 0098765
    - **Contracted Employees:** Email/System username

- **Initial Password: password**
    - Initial password is **all lowercase**.
    - If PromisePoint password has been previously set-up, please use that password.

    Need help? Click here to launch the Clinical Informatics Quick Access Form.

Find the Simulator

- Click the link in the **My Learning Assignments** panel in the upper left corner on the PromisePoint homepage.
- Click the **caret** icon in the **My Assignments** panel on the My Learning Page.
- To expand the assigned **HCH – Netsmart [Clinician/HHA/LPN and PTA]** curriculum, click its dropdown arrow.
  Expand **NOLH-7300 NETSM Introduction to iPad 101** under the **Online Learning & Simulation** header.
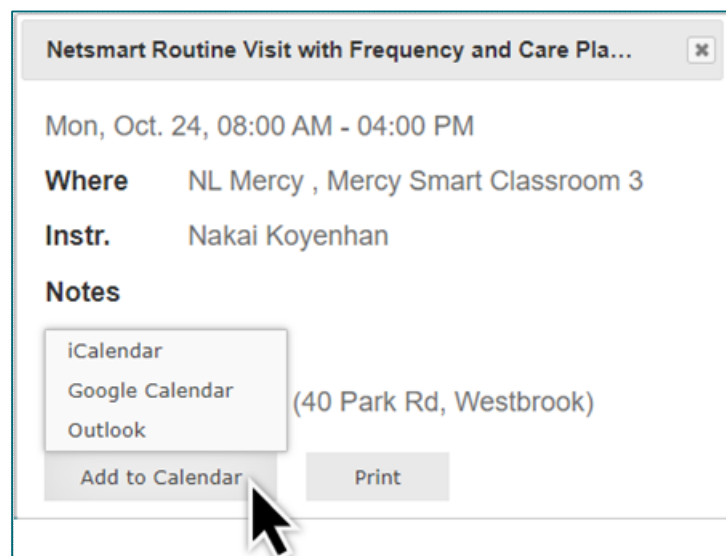
- Click **Launch Course**.

Part Two (Classroom Education)

Managers and the NL HCH administrative team are working together to get you enrolled in class. Once you have been enrolled in class, you will see the class details in PromisePoint. You may also download the classroom information for your electronic calendar from PromisePoint.

Find Class Details

- Follow the steps above to **Access PromisePoint**.
- Click the **View Details** link under your class in the **MY UPCOMING CLASSES** panel in the upper right corner on the PromisePoint homepage.
- Click **Add to Calendar** in the pop-up window to download to your calendar.

Please direct any questions or concerns about your assigned class to your manager.

Part Three (Implementation with Support)

After completing the classroom education, you will be encouraged to take your iPad with you to your next visits and to complete documentation in real-time, if able. You will be able to bring back any questions to the support team, for assistance. Discuss any rules pertaining to the timing of documentation with your leadership, as some requirements may be loosened over the first days you use the iPad for documentation. On-site and remote support will be available throughout the go-live period. Be sure to look for information on when and how to take advantage of support opportunities.

Important Dates

Now – November 18	**PromisePoint Simulator Education Open**
October 11, 18 & 19	**Super User Education**
October 24 – November 18	**Classroom Education & Go-Live (RN, LPN, Therapist, SW, Chaplains, PTA, etc.)**
November 8 – 9	**Classroom Education & Go-Live (Home Health Aide, CNA)**
November 25	**Last Day of Dedicated Go-Live Support**

Learning how to use any new tool is the first step towards adoption. True adoption will help us care for our patients and grow within our expanding, highly connected health system.

Attached is a **Quick Reference Guide (QRG)** on our education plan and important dates. Please feel free to post or distribute this flyer.

Thank you for supporting Cerner adoption!

For inquiries, please contact:

Clinical Informatics using this link.