

STRENGTHENING OUR COLLABORATIONS: BUILDING AN ELECTRONIC HEALTH RECORD EDUCATIONAL MODULE

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OVERVIEW

- Spurred by the growing adoption of electronic health records, librarians developed an online educational module for second year medical students which was integrated into existing curriculum.
- The project required collaboration with staff from the faculty practice group's IT division, the library's web services division, and members of the reference department.
- Production of the module occurred within a short time frame and was utilized by students immediately.

MODULE DEVELOPMENT

- In April 2009 the library began talking about developing a class on electronic health records (EHR) in order to provide students with basic information about their history, challenges, and use.
- The library envisioned providing hands-on practice with an EHR system as part of the course.
- We pulled together an outline of the background information, but unfortunately were unable to find an EHR training system or a records subset that we could use for training. After inquiries to multiple companies, the project languished on the back burner.
- It was revived in August 2010 when the Practice of Medicine course director mentioned the need to train rising third year medical students in the EHR system that many would be using as part of their rotations.
- The course director wanted to use the module in instruction in October 2010, so only a short window existed to build the module.

KEY COLLABORATORS

Library WebMaster

- Developed the outline for the original course and took the lead responsibility for developing the new module. Her background as an RN, along with her knowledge of IT and recent MBA focusing on EHRs made her an ideal collaborator.

Faculty Practice Group IT Department

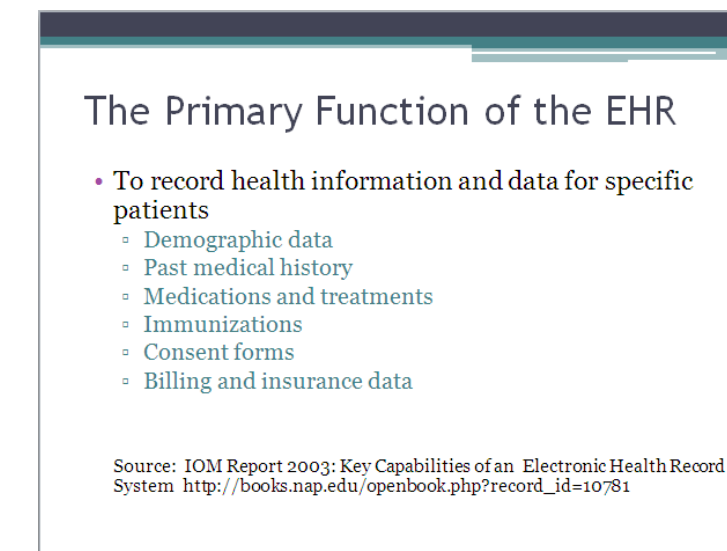
- Provided access to the secure AllScripts' Touchworks system (with the approval of the course director and completion of confidentiality agreements).

Reference librarians

- Initially provided input and content on instructional methods and materials, and search skills. When the WebMaster went into early labor, they completed the project by:
 - Adding additional content/editing slides
 - Writing and recording the script
 - Creating a quiz in Blackboard
 - Pulling it all together in a Camtasia video

RESULTS

- A course module was developed that covers basic background about EHRs, the difference between EHRs and personal health records, specifics on how to navigate and enter information into the EHR software (Allscripts' Touchworks), and a short quiz to test mastery of the topics presented in the module.
- PowerPoint, audio, and video were combined with quiz questions to deliver the module through Blackboard.



- All second year medical students (approximately 180 students) were required to complete the quiz and provide feedback on the module.

FEEDBACK AND FUTURE PLANS

- The course director was delighted with the final module, completed only days before the students were required to view it and take the associated quiz.
- He was very appreciative of the collaborative effort made to complete the module, especially after the early departure of the project leader.
- The module was well-received by the students.
- Most scored highly on the quiz, but there were diverse opinions on the most useful part of the module:
 - Students who had already had some exposure to the EHR system while shadowing physicians most appreciated the historical and background information about EHRs.
 - Students who had never seen Touchworks valued the practical navigation information the most.

LESSONS LEARNED

- Collaboration among course director, librarians, and IT is key to success.
- Acknowledge system constraints. Screen shots had to be substituted for fictitious cases accessed in real time.
- Documentation is important—especially when the webmaster went into early labor.
- Build relationships. Thanks to a good working relationship with the web services department, they were able to reprioritize their workload and work closely with the librarians for a few intense days to create the final module.