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# Adapt quickly to a changing world with robust training and adoption solutions

The spread of the SARS-CoV-2 infection has put tremendous strain on healthcare provider resources. In these uncertain times, high-quality staff training is a must.



Trusted partner for your Digital Journey

**AtoS | Syntel**

To help mitigate the impact of the COVID-19 pandemic and ensure continuity, many providers are embracing telehealth solutions in order to reduce potential patient inflow and minimize the spread of infection.

On-boarding new staff to handle large patient volumes, training new staff on EHR/clinical processes, and helping adopt telehealth technologies in the middle of this crisis is a daunting task. As providers navigate this challenging period, they must explore how innovative training and education solutions can help achieve their goals.

## Business challenges

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- Rapidly expanding workforce due to a relaxation of hiring regulations
- Changing Medicare reimbursement guidelines for telehealth and e-visit services
- Inadequate telehealth training for physicians and nurses, leading to low productivity and long patient wait times

## Atos offerings

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Atos utilizes **The Breakaway Method™**, a research-based methodology that can help healthcare companies accelerate the onboarding of new resources and use of telehealth technologies.

This adoption solution enables employees to benefit from the true value of continuous learning and improve their productivity. The results include more time for staff to provide care, fewer errors, reduced costs and improved care – all while helping healthcare organizations meet the rapid surge of patients due to COVID-19.

Used by millions of healthcare professionals, the innovative Breakaway methodology has four key drivers of adoption:



### Engaged Leadership

Integration with the organization's COVID-19 response strategy, to support the leadership in bringing change to the organization.

- Executive briefings, messaging & change leadership
- Adoption coach network & sessions
- Program branding & communication kit (branding, scripting, articles, banners)
- Program governance



### Speed to Proficiency

Detailed COVID-19 adoption plan that outlines all the roles and tasks to be trained.

- Custom online learning simulators for EHR & telehealth technologies
- Learning effectiveness assessments
- Supplemental go-live resources and quick reference guides
- Virtual classroom training with proctored learning activities
- CEU or CME application assistance



### Performance Metrics

Track the organization's progress towards telehealth and EHR adoption.

- Certification process and checklists
- Dashboard reporting
- Implementation readiness reports
- Adoption assessments and reports
- Step-level practicum reports



### Adoption Sustainment

Adoption sustainment through maintenance and ongoing improvements that drive results.

- Courseware maintenance
- Community hosting/maintenance
- Quarterly and annual proficiency assessments
- Additional courses

## Why Atos?

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- Adoption experts for 19+ years
- Improved adoption of new technology using research-based methodology
- Support for major healthcare software applications (EHRs, EPIC, Cerner etc.)

## Differentiators

- Vendor-agnostic solution customized to suit your needs
- Fastest solution development time in the market focused on COVID-19 needs
- Role- and task-based simulators that reduce training time by 50-80%
- Significant cost savings to the organization, supported by an ROI analysis
- Performance metrics including practicums tracked at a step-level

## Business Benefits

- Guaranteed adoption metrics of 90% or higher
- Improved medical staff productivity to meet rapid surge in adoption needs
- Reduced dependency on SME and knowledge retention
- Research-based proven methodology to support the organization for years
- Education for new hires anytime anywhere, seamless upgrades and workflow changes

## Use Cases

### Leading academic teaching health system

Supported an Epic EMR implementation for a leading university health system consisting of 11 hospitals, 150 ambulatory sites, and 22,000 employees.

The client needed a scalable, sustainable approach to education and organizational change management. Estimated 62% savings in training time, with \$11 million cost savings. Adoption metrics were 92.8%.

### Integrated inpatient and home-based care health system

Training time for a Cerner implementation at 120 hospitals was reduced to 60% using The Breakaway Method, with a cost savings of \$22 million.

We are providing ongoing support for new hires and workflow changes, maintaining adoption metrics at 95%.

### Largest non-profit healthcare system

Provided adoption methodology, including simulations and classroom instruction, for RIS / PACS implementation at 11 locations, as well as go-live support at all locations.

The contract has been renewed since 2009, with adoption rates at 96.5% and a \$6 million cost savings.



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# About Atos|Syntel

Atos|Syntel is a leading provider of integrated digital and knowledge process services and a member of the Atos Group, a global leader in digital transformation with 110,000 employees in 73 countries and annual revenue of €12 billion. We help enterprises accelerate their digital journeys, increase agility and business performance, evolve to “Digital native” standards, and deliver scale and flexibility for the Digital Age.

Atos|Syntel unites Atos's scale and world-class technology capabilities with Syntel's industry focus, global delivery model, and services powered by intelligent automation.

Learn more at: [www.atos-syntel.net](http://www.atos-syntel.net)

Let's start a discussion together

