



# ELECTRONIC MEDICAL RECORDS TRAINING

Preparing Staff for the Transition



*The Labor Management Project helped facilitate Electronic Medical Records (EMR) training for numerous hospitals, nursing homes, and home care agencies/subsidiaries throughout New York, with funding from a Health Care Reform Act grant.*

### The Challenge

The Centers for Medicare and Medicaid Services (CMS) required that all medical records be converted to electronic form by 2015.

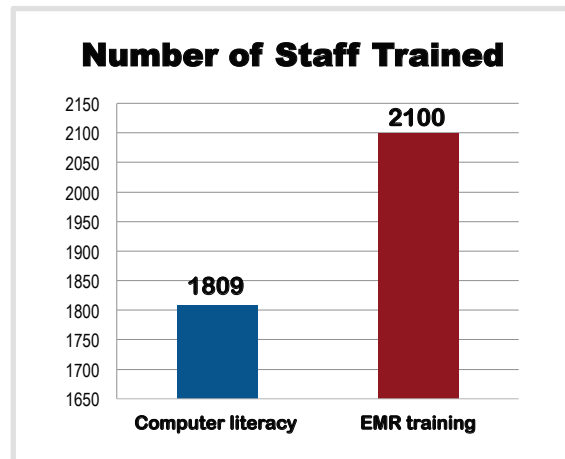
Electronic records allow data to be quickly transferred from one department to another and may reduce errors in patient health records, allow for more efficient and timely insurance claims submission, and reduce administrative costs. To facilitate that conversion, providers and hospitals were eligible for incentive payments from CMS starting in 2011 for achieving “Meaningful Use” of a certified electronic medical record (EMR) system. Some hospitals and nursing homes within the 1199SEIU network did not have a system of electronic medical records in 2010 and 2011, and others had an EMR system in some departments but were unable to transfer information to other departments that did not. Before EMR could be installed across the board, many hospital and nursing home staff needed training in basic computer skills as well as EMR systems.

### The Solution

Consultants from the Labor Management Project conducted trainings for staff from 12 facilities: Isabella Home Care, Sephardic Nursing Home, Archcare, Union Plaza Care Center, Parker Jewish Home Care, Kingsbrook Jewish Medical Center, Mount Sinai Hospital, New York Presbyterian Hospital, Flushing Hospital, Jamaica Hospital, Brookdale Hospital, and St. Barnabas Hospital. For 2010 and 2011, \$600,000 was allocated for a 30-hour computer literacy training course to prepare 1199 members for EMR implementation and a 15-hour EMR system support training for 1199 members employed by institutions that had already implemented EMR.

### The Results

With support from Labor Management Project consultants, 398 staff members completed computer literacy training and 299 completed EMR training in 2010. In 2011, 1,411 employees were trained in computer literacy and 1,801 completed EMR training.



### Positive Feedback

**Maria Rena L. Penecilla, RN, St. Barnabas Hospital:** “Combining computer technology with health care was a groundbreaking event in our facility. As a nurse educator, my experience was phenomenal because we trained approximately 800 nursing staff. It has been two years since our first EMR implementation (inpatient) and our transition has been a success.”

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