Netsmart Advancement Education Strategy & Plan

Message to Northern Light Home Care and Hospice Leadership Team

We are happy to have you with us on this Netsmart advancement journey, which will improve our operational success and enhance the quality of our care.

Adoption can be defined as the continuous process of keeping users informed and engaged in proficiently completing tasks in Netsmart. The next step is to teach the Home Care and Hospice team how to use **Netsmart Mobile**.   For this, we are offering clinical users a hybrid learning approach with both **online (optional) and classroom (compulsory) education**.

PromisePoint is our education site and is designed to quickly bring staff up to speed on EHR workflows. Once we move from "go-live" to "live," work will begin to develop more online simulators in PromisePoint that will be used to more and more over the coming months to prepare us for go-lives, workflow changes, and upgrades over time. These will also be used by new clinical team members during orientation/onboarding.

For the Netsmart Mobile project, you will help ensure we are ready for learning. To do this, you and/or your delegate will **enroll your team in classroom education** using PromisePoint. **You will also function as liaison**, by ensuring staff-directed communications are forwarded to and understood by your team.

You will receive additional communication to complete specific learning-related tasks over the next weeks. We are also offering **Virtual Manager/Delegate Huddles** to prepare you for tasks and answer your questions.

Your Upcoming Manager Tasks:

1. Attend a **Virtual Manager/Delegate Huddle**. **October 6-October 20**
    (Add to your Outlook calendar from this email or by using links in the attached **NL HCH Netsmart Advancement Education Calendar** workbook. Launch a meeting in progress by clicking the above link.)
2. Verify your team's assigned learning curriculum(s). Request changes, if necessary.
    Due: October 21
3. Complete **Manager-Enrollment** for classroom learning. **Due: October 21**
4. Be alert for updates from the Office of Clinical Informatics and forward them on to your team, when indicated.
    o **The first staff-directed communication will be sent on Thursday, Oct. 6. Please read and forward this to your team.**
5. Track learning completion for providers and staff. (Reports will be sent via email by the Office of Clinical Informatics. Please review, follow-up, and reschedule, as needed.)

Learning how to use Netsmart Mobile 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 the **All About Netsmart Mobile Education Quick Reference Guide** on our learning plan and important dates. Please feel free to post or distribute this flyer. We will continue to email you with learning tasks and due dates. In the meantime, please reach out using the link below with any questions.

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