Doing More with Less:
An Alternative Training Approach to Systems Training

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Systems training at large companies has often relied on an instructor-led hands-on approach. The learning environment involves computers loaded with a sandbox system to play or test the system and its features. Learners are brought in for an intensive training session, often focused on the features first, processes second. Maintenance of this type of delivery is supported by a team of individuals who specialize in the system and in instructional design. This can be a successful model for organizations that have such resources, which is not the case for small to mid-sized companies. This paper presents the approach of one medium-sized mental healthcare company to accomplish effective systems training and the lessons learned thus far.

Besides the need to train users on the basics of a clinical information system, the Information Systems Department of Telecare Corporation also recognized the need to build the computer skills of clinical and medical staff. Notably, clinicians and medical staff are hired for their clinical care skills and not their technological savviness. Using a distributed hybrid approach delivered in intervals, Telecare has been able to build the computer skills of users and ensure longer retention of the system information learned.