LOUISIANA STATE UNIVERSITY HEALTH SCIENCES CENTER - SHREVEPORT

INFORMATION MANAGEMENT - EDUCATION AND TRAINING

Purpose:
To define the training requirements and guidelines for end users of the electronic medical record system, in an effort to deliver better, more efficient and safer treatment for patients and improve the timeliness of the delivery of health care services.

Policy
1. All end users will be required to attend training and demonstrate competence relevant to their role.

2. End users will attend training prior to being granted access to the electronic medical record - PELICAN.

3. Security access is processed as follows:
   - The manager/supervisor electronically submits an EPIC security access via [http://pelican.lsuhealthsystem.org/EpicRequests/pelicanuserrequest.aspx](http://pelican.lsuhealthsystem.org/EpicRequests/pelicanuserrequest.aspx)
   - An auto email is sent to Pelican Users Security notifying that a new request exists
   - IT staff create EMP record and assign template/sub-template as requested, but EMP record is marked as inactive.
   - The supervisor notifies Pelican Users Security that the new user has completed training and the account is activated.

4. The methods in which instructions will be delivered include, but are not limited to:
   - Computer-based Training
   - Instructor-led classroom training
   - One-on-One training
   - User Guides
   - Tip sheets

5. The Department Head is responsible for ensuring that education and/or training regarding information management is completed within 30 days of hire or 30 days of any change in job position or newly assigned role that may require additional skills.

6. Training, education and competency shall include, but is not limited to the following:
   a. Data entry
   b. Data integrity
   c. Data security
   d. Access control
   e. Use and disclosure of data
   f. Backup, storage and retrieval of data
   g. Measurement instruments
h. Collection methodologies
i. Analysis and interpretation methodologies
j. Confidentiality

7. Training, education, evaluation and/or competency assessment is documented in the department’s personnel files.

8. Attendance records for electronic medical record training are maintained in the hospital-wide education database.

9. Following is a list of education and training resources:

- Project Care – [http://www.sh.lsuhs.edu/training.html](http://www.sh.lsuhs.edu/training.html) or 675-6381
- Pelican website - [http://pelican.lsuhealthsystem.org/](http://pelican.lsuhealthsystem.org/)
- WILMA (Learning Management System) - [https://www.webinservice.com/lsu/](https://www.webinservice.com/lsu/)

10. Information Management support (application and/or hardware) is available via the help desk at 318/675-5470:

- Password reset Option #1
- Pelican issues, Option #2
- Other issues – Option #3

Approved by Clinical Board: 3/20/01, 6/15/04, 2/20/07, 1/19/10, 11/20/12
Written: 5/98
Reviewed: 3/04, 12/06, 11/09, 11/12
Revised: 5/04, 12/06, 11/09