

**2026
DEFENSE HEALTH INFORMATION
TECHNOLOGY SYMPOSIUM**

**AUGUST 11-13, 2026
HYATT REGENCY NEW ORLEANS
NEW ORLEANS, LA**

Building Competency with Innovative Learning and Technology Integration

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Mike Ross, PMP



Disclosures

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Agenda

1 Evolution of Electronic Health Record University: Building the Basics

2 Evolution of EHRu: Connecting the Team

3 Evolution of EHRu: Tailoring the Experience

4 Summary

Speaker Introduction



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Speaker Introduction

Cindy Sacra

End User Engagement, *Nurse Compliance Manager*

Ms. Sacra is a nurse compliance manager with 30 years of professional experience in process improvement and nursing. She is a master's prepared Informaticist and has been working with MHS GENESIS since 2021 to optimize and improve compliance with workflows.

Mike Ross

End User Engagement, *Program Manager*

Mr. Ross is a program manager with more than 25 years of experience directing large-scale technology modernization, enterprise training, and organizational change initiatives across government and industry. He currently leads a team responsible for training physicians, nurses, and clinical staff across the Military Health System to use its electronic health record.

Learning Objectives

- 1** Summarize how EHRu is evolving to provide users an understanding of their role within the healthcare delivery team
- 2** Demonstrate the benefits of team-focused learning
- 3** Recognize the new technology features of EHRu being implemented to provide a more robust learning experience for users

Transforming Learning Approach



- EHRu is expanding **with a transformative learning approach** to enable comprehensive EHR understanding in a **flexible and convenient way**. This approach will increase **ease of access** to all resources, **empowering learners** to **effortlessly** navigate a **personalized** learning experience **with a team focus**.

Evolution of EHRu – Build the Basics

- End user-focused foundation: **How do I do my job?**
 - All available vetted learning resources on one robust platform
 - Access to training courses, including instructor-led training and advanced learning options with HighEHR Learning webinars
 - Links to required resources and networking opportunities
 - Access via Desktop icon, DHA-Digital Health Integration Office SharePoint Online, PowerChart, and FirstNet

Evolution of EHRu – Connect the Team

- Healthcare Delivery Pathways: **How does my job contribute to the team?**
 - Structured and team-focused end-to-end learning pathways:
 - Allow all team members to understand how their role impacts others
 - Highlight critical functions that if not completed will have negative downstream impacts
 - Provide insight for troubleshooting by showing the entire process
- Access to Competency Checklists by role

Use Case: Mass Readiness



If medications are not flexed to the site, they will not be able to be ordered.

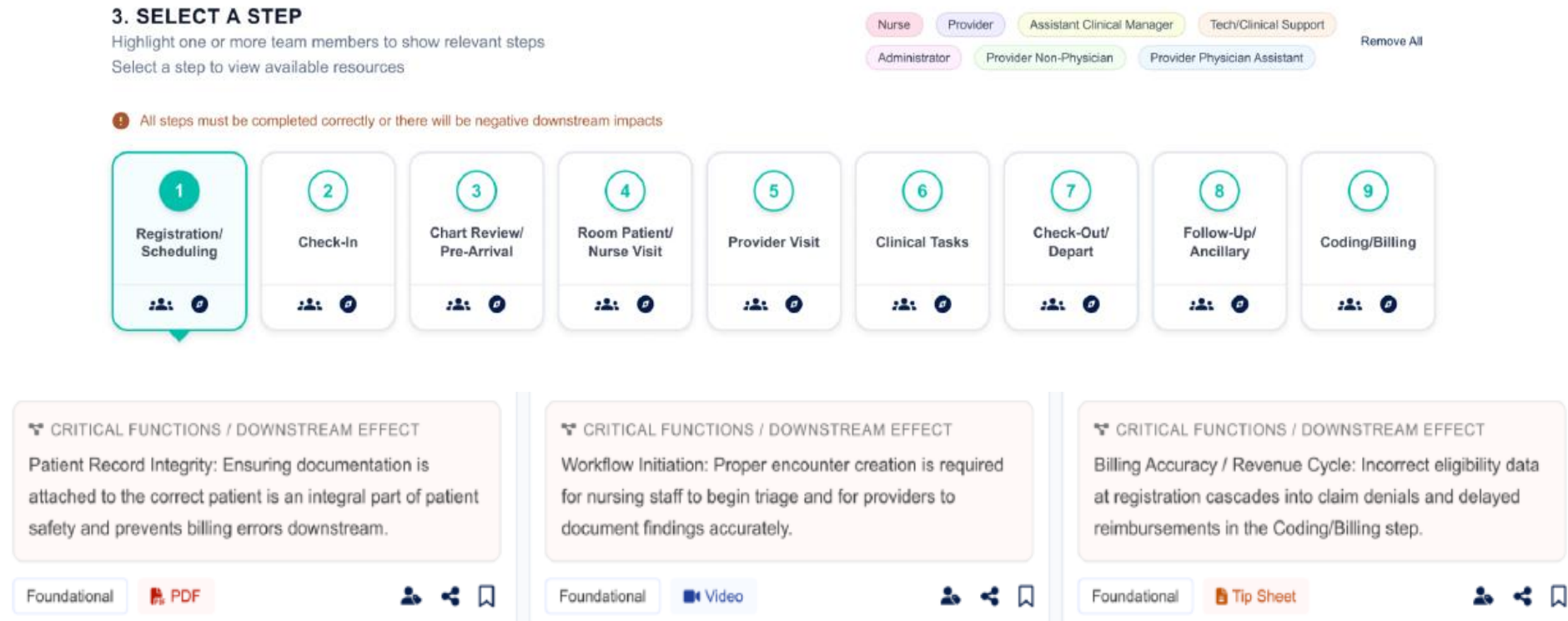
If check-in is not complete, no documentation will be able to be completed.

If allergies are not documented, medications will not be able to be ordered.

If task is not completed, icon will remain on the tracking list causing delays due to follow up at check-out.

EHRu 2.0 Coming Late 2026

- Healthcare Delivery Pathways will highlight major steps and critical functions.
- All team members will have the full view of the process.



Evolution of EHRu – Tailor the Experience

- Personalizing the site – **How do I do my job better?**
 - Tailored learning experience via integration with data sources to provide the right resources, for the right role, at the right time
 - Data sources to include: MHS GENESIS, Oracle Lights on Network, etc.
 - AI used to prompt review of relevant new material based on user's role
 - AI used to identify and prompt use of efficiency tools as applicable

Future Use Case



User role is automatically identified.



A new tip sheet is identified since user has previously been in EHRu relevant to their role.



Lights On Network data is reviewed and shows user could improve efficiency by using Favorites or Quick Orders.

Summary

- EHRu is evolving to improve the learning process for users.
- Team-focused pathways are being incorporated to allow for understanding of how each team member contributes to the entire healthcare delivery process.
- Technology is being incorporated for a better user experience.

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Thank You!



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