Section 3 Subject 3.5 **Policy 3.5.4**	Employee Related Training and Development **Mandatory Education and Training for UTMB's Workforce**	04/13/03-Originated 10/11/12-Reviewed w/ changes - Reviewed w/o changes 11/27/12-Effective Information Services& Human Resources - Author

Mandatory Information Services Training for UTMB Workforce

Definitions

UTMB Workforce – All level of employees, contract workers and students.

UTMB Connect – The following applications are included: Cadence, ADT, Prelude, Resolute Hospital Billing, Resolute Professional Billing and HIM-Coding and Abstracting.

Clinical Electronic Health Record (EHR) – The following applications are included: EpicCare Inpatient, EpicCare Ambulatory, MyChart, ASAP, Optime, Epic RX and all Epic Specialty modules.

Administrative Systems - The following applications are included: Hyperion, Tivoli, Kronos, PeopleSoft FMS modules and PeopleSoft HCM modules.

Application Enhancement – A change in user actions and/or navigation within an application that is intended to improve functions, user efficiency and application compatibility.

Skill Assessment – A written and/or system assessment designed to validate that the UTMB workforce individual has a basic understanding of the curriculum for which he/she has received training.

Policy

This policy establishes expectations for initial and ongoing mandatory training requirements for all UTMB workforce individuals who need access the UTMB Connect applications, the Clinical Electronic Health Record applications and Administrative Systems applications. The mandatory training expectations ensure patient safety, maintain the integrity of the patient's record and maintain the accuracy of the patient's billing information.

Training may include, but is not limited to, completing computer-based training modules, attending instructor-led classroom training and passing skill assessments.

If a skill assessment is required, individuals will be given three opportunities to pass within a 30 day period after completion of course. A minimum skill assessment score of 85percent is required. Score notification is provided to the UTMB Workforce individual and management upon completion of each course's skills assessment. A UTMB workforce individual who fails to successfully pass the skills assessment may not be granted access to the

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system. Failure to pass the test may also result in disciplinary action up to and including termination.

Violation of this policy may result in disciplinary action up to and including termination for employees, a termination of employment relationship in the case of contractors or consultants, or suspension or expulsion in the case of a student. Additionally, individuals may be subject to loss of access privileges and civil and/or criminal prosecution.

Training Expectations

Initial Training

All members of the UTMB workforce who require access to the UTMB Connect, Clinical Electronic Health Record or Administrative systems applications must complete the mandatory education requirements for the appropriate applications based on their job classification/role. Initial training must be completed before individuals will be issued access to the system.

Ongoing Training

All members of the UTMB workforce must complete any mandatory ongoing education requirements regarded as appropriate for UTMB Connect, Clinical Electronic Health Record or Administrative systems applications enhancements based on their job classification/role. UTMB workforce individuals may also be assigned by their department to attend any mandatory refresher course if deemed necessary. If access has been suspended due to inactivity, based on an individual's role, he/she is required to complete mandatory initial training.

All supervisors and department heads are accountable for providing the opportunity and direction to achieve the training required by this policy.

UTMB Connect, Clinical Electronic Health Record–EHR and Administrative systems class registration is the responsibility of the UTMB workforce individual or department.

Documentation

UTMB Information Services provides an institutional database for inputting and tracking the UTMB workforce training information. The UTMB designated approver/data owner is accountable for reviewing the database to ensure that individuals have completed the training requirement prior to Access Management granting access to a system.