



## UNC Health Care Pulls Off a Massive Training Effort With FedEx Office

### How we helped

-  Managed print solution
-  High-volume, on-demand printing
-  Secure production facilities
-  FedEx® shipping for on-time delivery

Implementing a new electronic medical records (EMR) system is no easy task. Not only do you have to upgrade all your IT systems, you have to train everyone who touches patient records. That includes providers, nurses and departments with ancillary, patient access, billing, health information and administrative staff.

UNC Health Care faced this issue on an enormous scale when they decided to implement Epic@UNC, an integrated EMR system solution. The UNC Health Care System is a not-for-profit integrated health care system, owned by the State of North Carolina and based in Chapel Hill.

Sandy Tolson, UNC Health Care's Epic@UNC training manager, and her team were tasked with delivering a high-quality training program to more than 20,000 people within 18 months. They quickly renovated a state-of-the-art training facility with 47 classrooms dubbed Learning Street. At the same time, a group of instructional designers created training materials for credentialed trainers to use in the classroom. Then Patricia Hirsch, Epic@UNC training coordinator, worked with the instructional designers and FedEx Office to develop a process for just-in-time printing and inventory management for all their training materials.

## CHALLENGES

“We needed to provide printed materials as a learning tool for practice and training leading up to implementation of the new EMR system,” says Tolson. “Our inventory of quick start guides, exercise booklets and other documentation, unique to more than 300 courses, called for color printing in many cases and spiral-bound finishing. Finding a workable solution was a significant milestone in the training project plan.”

The team needed a print provider that could print and finish thousands of files each week — and not the same files every time. Files were revised frequently with new or updated content. The training manuals then had to be ready and waiting onsite when classes started. Hirsch and John Steffan, CPM, first approached UNC’s two existing onsite print centers, but both were unable to take on the additional demand. UNC Health Care chose the nationwide FedEx Office® printing and distribution network to help them create a print solution that fit their needs exactly.

## SOLUTIONS

- **Custom printing solution.** Once a week, UNC Health Care instructional designers upload training material files for the following week’s classes to an internal secure site. Hirsch then consolidates the files onto a storage device and a FedEx Office team member picks up the drive. “FedEx Office was willing to work with us to find a solution that fit our requirements,” says Hirsch.
- **High-volume printing.** Because the frequent training classes require thousands of documents per week, FedEx Office prints and finishes the materials at up to four secure, high-volume Centralized Production Centers.
- **High-speed delivery.** The materials are then shipped via FedEx to North Carolina each week. FedEx Office team members do a quality check and send the materials to Learning Street.
- **On-call printing experts.** If a last-minute need is discovered, the FedEx Office team members dedicated to the UNCHC training program use a nearby FedEx Office location for fast turnaround.

## RESULTS

Tolson says the success of the Epic@UNC implementation was directly related to end-user readiness. “Everyone at UNC Health Care is thrilled with Learning Street and the printing solution from FedEx Office, which has already served more than 10,000 individual classes. The entire training operation is a huge success.”

## Learning Street Stats

47  
CLASSROOMS

10K+  
CLASSES

12K+  
PEOPLE  
TRAINED

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— Sandy Tolson, UNC Health Care



## Print possibilities

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