

Health Current Security Training Decreased Incidents of Malware and Phishing from 80% to 10%

INTRODUCTION

Health Current, Arizona's premier health information exchange (HIE), gives healthcare providers (HCPs) the information they need to make better clinical decisions and keep people healthy. Using its technology and exchange, the company is bringing together communities and information across the state.

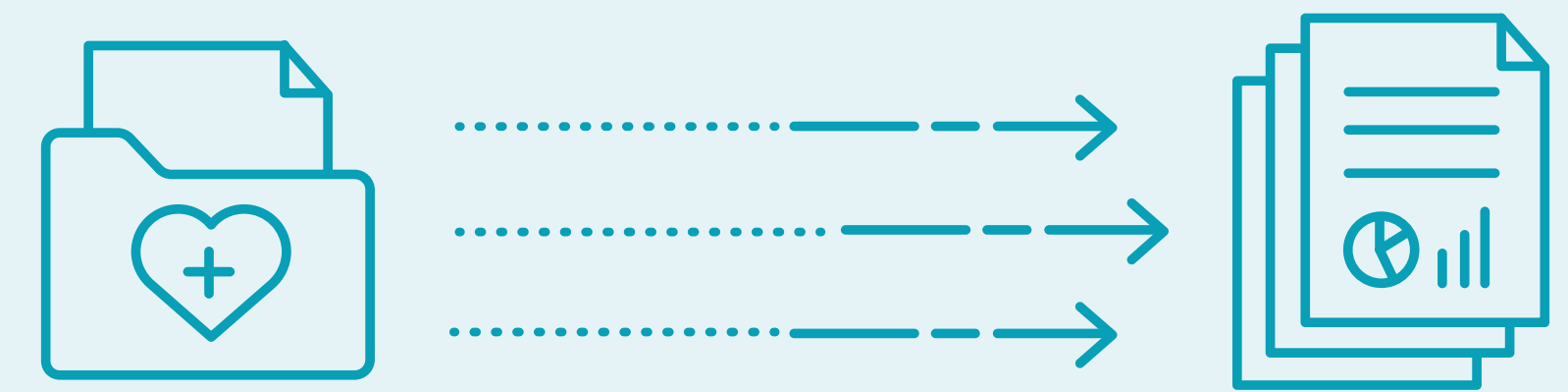
By doing this, Health Current delivers providers more meaningful patient information, leading to improved quality of care, better outcomes and reorients the entire healthcare system around the patient.

Health Current's value is clear; however, **onboarding and training were a serious barrier** because its employees and partners are scattered across the state. Health Current needed a cohesive and easy-to-use platform to scale its training and improve knowledge retention.

Northpass was there to make that happen.

Since 2005, Health Current has helped drive Arizona's Electronic Health Records (EHR) adoption statewide to more than 85 percent.

MORE THAN
85%



THE CHALLENGE

Health Current is a non-profit that works with Arizona's health department to provide HCPs with the technology to improve patients' lives. Health Current's technology helps bypass the old way of doing things. Without Health Current, HCPs share health records via snail mail or fax. From there, they'd often have to wait for lab results, delaying diagnosis or treatment plans.

In healthcare, when time is of the essence, this is problematic.

According to Sarah Cole, Health Current's Director of Learning & Development, "[We] act as that intermediary, so they have immediate real-time access to their patient's health data."

Health Current's primary challenge was that it **didn't have efficient training in place** to educate HCPs on their technology.

Cole said, "We were hiring and promoting so many people that it was death by PowerPoint during in-person training sessions. We needed a better way."

On top of that, because Health Current services the entire state, partners and employees often live nowhere near each other or the Health Current office, which makes training even more difficult and expensive. There was also no strategy and no way to guarantee learners received the same information, in the same way, every time.

In addition, there was no way to track if learners were retaining knowledge.

To achieve its goals, Health Current prioritized three objectives:

- 1 Create a scalable learning and development program.
- 2 Standardize training to ensure success.
- 3 Track learners' progress.

Health Current needed a flexible and easy-to-use digital learning platform. Northpass stepped in.

THE SOLUTION

Business growth is the best problem to have, but Health Current needed to scale its training to accommodate the growing number of employees and partners. It needed to increase the amount of course offerings, track progress and achieve business outcomes — quickly.

Northpass delivered.

Simple, Scalable Solution

Health Current needed an LMS that could keep up with the organizational growth despite having a small team with limited bandwidth and budget. Out of the box, we built Northpass to scale with your organization, allowing the Health Current team to add learners and courses as needed.

No tech resources? No big budgets? No problem. The easy-to-use Northpass platform allowed the Health Current team to **start building courses as soon as they had access to the platform**. Northpass' simple backend made it possible to develop lessons and integrate features without needing technical resources.

...unlike in-person training, it was easy to capture the information and track the data over time.

– **Sarah Cole**, Health Current's Director of Learning and Development

Mobile Friendly

Many Health Current employees and partners don't have the classic 9-5, which means the learning experience needs to be flexible. In today's digital-first world, that means optimizing everything for mobile devices.

Northpass' top-of-the-line mobile experience allows Health Current to **distribute training to anyone, anywhere, on their schedule and complete courses at their convenience**. And know each learner was receiving the same quality experience as someone sitting in a quiet office on a laptop.

The fact that Northpass can start up right where they left off really helps out as well.

– **Sarah Cole**, Health Current's Director of Learning and Development

Workable Options

Every company Northpass works with has different needs based on their use case. For Health Current, a unique issue is working with two distinct types of learners: employees and partners. While employees will likely receive many training sessions throughout their tenure at Health Current, if you're one of their tens of thousands of HCPs or partners, you may only need access to one course, one time.

It didn't make sense to have the same access for both learner types. **Northpass was able to match Health Current's needs** and provided access to one-time learners and ongoing learners.

THE RESULTS

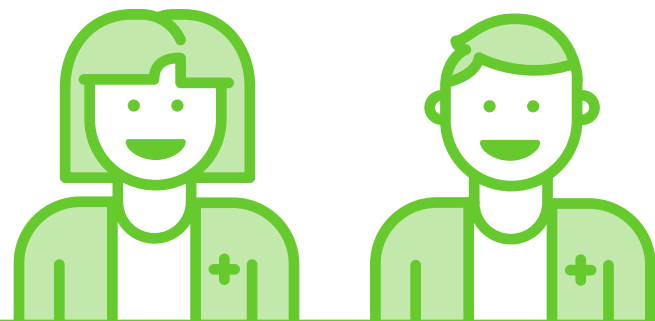
1 Improved Quality of Care

Online training doesn't only teach the learner; it informs the organization and identifies gaps in knowledge and service. By tracking and analyzing the results from one session, the Health Current team identified that Arizona needed to improve several services, especially concerning the homeless and food and transportation insecure population. Based on that data, HCPs are now **required by state law** to offer those services through Health Current's closed-loop system.

2 Fast Rollout

The Health Current learning team is small. However, the ease of creating courses within Northpass allows the team to move quickly and **rollout training faster than ever before**. Health Current publishes new courses almost every week and has trained over 25,000 HCPs in Arizona.

25,000+
HCPs IN ARIZONA



3 Knowledge Retention

Health Current struggled with infrequent security training — in person — which led to many security issues they could've avoided. Through Northpass, Health Current offers updated security training with the most recent issues and information to employees no matter where they lived or what their job entailed. This **increased training led to 87% decrease in malware and phishing** incidents.

87% DECREASE
IN MALWARE AND
PHISHING INCIDENTS.

