

Health IT Training Transformation Maturity Model

Where does your education program stand across every application, every role, and every stage of the learning continuum?

DIMENSION	LEVEL 01 Reactive Training as an event	LEVEL 02 Developing Training as an program	LEVEL 03 Operational Training as a capability	LEVEL 04 Integrated Training as core infastrucutre	LEVEL 05 Optimized Training as a strategic advantage
Clinical & Organizational	• Users frequently lost in the system • High help desk volume with no reduction over time • No visibility into actual competency, only attendance	• Onboarding is organized but staff still struggles post-training • Completion rates tracked; actual proficiency is not • Issues repeat after every upgrade	• On-demand support reduces time pulled from patient care • Adoption improving for core workflows • Proficiency data beginning to supplement completion metrics	• Measurable adoption gains across the technology portfolio • Users supported at the point of need, inside the workflow • Upgrade readiness is demonstrable to leadership	• Staff work confidently from day one through every system change • Technology investment tied to clinical and operational outcomes • Proficiency, adoption, and satisfaction all reportable upward
Platform & Delivery	• Multiple disconnected tools and platforms • Content scattered across drives, email, and classroom • No single source of truth	• LMS in place for the EHR • Other applications managed ad hoc • Synchronous delivery	• Single platform consolidating content and delivery • Asynchronous modules available on demand • Vendor and custom content beginning to centralize	• Unified platform spans EHR and enterprise apps • Content created once, published across formats • Vendor, third-party and org-built content governed centrally	• One platform. Every application. Every user. • Content flows from a single governed library to any channel • Govern once, distribute through Epic, Workday, ServiceNow, and beyond
Learning Lifecycle	• Training limited to go-lives and onboarding events • No support at any other lifecycle stage • Each new system creates new, disconnected effort	• Covers scheduled onboarding and planned upgrades • Post-live support is reactive • New systems add fragmentation, not capability	• On-demand access spans onboarding through optimization • New hires and experienced staff both supported • Upgraded content available without rebuilding from scratch	• Full lifecycle addressed: onboarding, go-live, upgrades, and ongoing optimization • Coverage extends across all systems in the portfolio	• Every stage of the learning continuum supported • From first exposure through deep expertise • Across every onboarding, go-live, upgrade, and new system over a career
Role & Personalization	• Generic content delivered across all roles • No differentiation by specialty, care site, or proficiency • One-size-fits-all curriculum	• Broad role differentiation (clinical vs. non-clinical) • Other applications receive generic content • Limited specialty customization	• Role-based paths across primary applications • Differentiated by role, specialty, and experience level • Experienced users no longer repeat foundational content	• Personalized by role, specialty, care site, and workflow • Knowledge checks surface gaps and route learners accordingly • Content tied to demonstrated proficiency	• Fully adaptive personalization • Platform identifies gaps, surfaces next steps, skips mastered content • Every application, every role, every career stage
Feedback & Metrics	• No formal measurement beyond attendance • No visibility into knowledge gaps or adoption • No baseline metrics established	• Completion rates tracked in the LMS • Surveys collected but rarely actioned • Data siloed by application or team	• KPIs defined beyond completion rates • Feedback loops in place; reported to leadership • Adoption and utilization tracked for primary apps	• Proficiency and adoption tracked across applications • Data informs content strategy and upgrade readiness • Help desk metrics connected to learning outcomes	• Analytics-driven continuous improvement • Outcomes tied to clinical and financial performance • Education team uses data to sustain executive investment
Governance & Scale	• No content governance • Training owned reactively by one team • Fragmented infrastructure compounds with each new system	• Basic ownership assigned • LMS governs some content; other apps unmanaged • Super users exist informally	• Curriculum Review Board established • Content ownership defined by role and application • Super user program formalized	• Single source of truth for all content • Distributed through integrated channels: Epic, Workday, ServiceNow • Tied to upgrade cycles and the strategic roadmap	• Education team repositioned as strategic advisors and coaches • Learning infrastructure is the org's system of record for workforce competency • Covers every application and every user
Highest-Leverage Next Step	Consolidate your training infrastructure. Start with a single platform that builds, manages, and delivers content across all applications, so every system you add strengthens the program instead of fragmenting it.	Formalize the foundation your EHR program needs to scale. Define content ownership by role, establish KPIs beyond completion rates, and shift your highest-volume workflows from classroom to on-demand delivery.	Activate EHR in-application learning. Embedding support at the point of need in the EHR closes the gap between go-live and sustained competency without pulling users out of their workflow.	From infrastructure to impact. With a single training platform spanning the technology portfolio, the proficiency and adoption data you're already collecting can connect training directly to clinical outcomes and financial performance, turning the education team from a support function into a measurable driver of organizational results.	Sustain the advantage. Use analytics data to identify and address competency gaps before they appear in outcomes. Position the education team as the infrastructure that keeps the organization competent through constant change.

How to use this assessment: For each dimension, identify the level that best describes your organization today. Your lowest score across the five dimensions reveals your overall maturity level and highest-leverage area for improvement.

Where is your organization today? The full Training Transformation Playbook has the roadmap to take you from where you are to where you want to be — a Level 5 Optimized system.
[Request the full playbook at uPerform.com/playbook](#)

[Learn how](#) Fairview Health Services saves \$2 million a year on training costs and returns 24,000 hours to patient care.