

# Customer Success Story

eMDs



**INDUSTRY:** Technology

**SECTOR:** Employee and  
Customer Training



## The Results

Since implementing Litmos, eMDs  
has seen:

### **EMPLOYEE ENGAGEMENT IS AT 100%**

and training engagement increased  
exponentially with the addition of  
Litmos which they call eMDs Engage

### **INTERNAL TRAINING SUCCESS**

has convinced leadership to optimize  
the delivery of customer training via  
LMS beginning in January 2017



Litmos is so easy to use and  
deploy, and our learners now  
have the resources they need  
to be successful.

**Robin Bowles**

Manager of Corporate Education

## Training Engagement at eMDs has increased by 100% with Litmos

eMDs is a leading developer of integrated electronic health records and practice management software for physician practices and enterprises. Founded by a family practice physician, the company is an industry leader for usable, connected software that enables physician productivity and clinical excellence. eMDs software has received continual top rankings in physician and industry surveys including those conducted by members of the American Academy of Family Physicians, KLAS®, and AmericanEHR™ Partners. eMDs has a proven track record of positioning clients for success as demonstrated by Meaningful Use attainment in 2011-2015. eMDs clients attained the highest attestation proportion among all major vendors as of January 24, 2012.

## The Challenge

eMDs has always provided old-school, instructor-led education for their learners, consisting of a train the trainer course, limited video education, and an orientation process that didn't involve anyone versed in adult education. The first time the Corporate Education department was launched, it lasted six months before closing. Observing a customer training class with no ability to ask questions or have hands on experience in real time was all our employees knew. Education was only done on an "as needed" basis, but once the company was acquired, we knew we would continue growing. It quickly became apparent that eMDs needed to be able to deliver large scale internal education and training without increasing head count.

## The Solution

One of the companies that eMDs acquired was using BridgeFront, now known as Litmos Healthcare, for its education; the eMDs Corporate Education team was completely blown away by Litmos Healthcare's capabilities and focus on education in a corporate setting. eMDs experienced an incredibly smooth implementation, with great feedback from learners from the start; employees love that they have the ability to access content and learn anything they want, whenever and wherever they need to.

"We had several employees who resigned before we implemented Litmos Content who told me that they had wished that we had deployed Litmos sooner, it might have been the factor that kept them with us," states Robin Bowles, Manager of Corporate Education. "I've also had employees who are currently students at universities seeking degrees that can be used at eMDs and they tell me the LMS course offerings have enabled them to grasp concepts they couldn't quite get in the classroom. Litmos is so easy to use and deploy, and our learners now have the resources they need to be successful."

Because of the success of deploying Litmos Content to their internal employees, eMDs is now opening up the platform to the customer side for external training.