



Dragon Medical 360 | Network Edition Train-the-Trainer Program

Purpose

The Train-the-Trainer (TTT) program is intended for individuals dedicated to training your providers on Dragon Medical 360 | Network Edition. We recommend that your trainers are also proficient in your EHR and have experience in learning new technologies.

The program provides basic and advanced Dragon Medical 360 | Network Edition training as well as teaching tips and tricks to use during provider training sessions. There is time allocated for your trainers to instruct each other prior to conducting provider training sessions. Successful on-site trainers not only acquire classroom knowledge, but also shadow Nuance instructors and have the experienced trainers observe initial provider training sessions. This allows additional feedback, mentoring, and coaching, and builds a solid foundation for skilled and experienced on-site trainers.

See One, Do One, Teach one

See One – TTT participants observe a Nuance instructor conduct a 2-hour Part 1: Basic Training session for a provider.

Do one – TTT participants practice conducting a training session on each other in the classroom environment.

Teach one – TTT participants will teach Part 1: Basic Training and Part 2: Efficiency Training sessions with Nuance shadowing. This allows each trainee to further develop their product knowledge while also developing their teaching skills. The Nuance instructor observes each session and provides guidance and valuable feedback.

The TTT program requires a six day minimum commitment from each trainee.

Overview

Train-the-Trainer includes:


- 2 days of classroom instruction, including provider training practice
- 1 day of Nuance training providers, your trainers shadowing
- 3 days for each of your trainers to train providers with Nuance shadowing


Client Preparation


Requirements for TTT:



- A conference room that can accommodate two-times the number of trainees attending. We recommend having a seat between each trainee since Dragon Medical 360 | Network Edition is a voice recognition product. This will allow the trainees to focus on their exercises and not be distracted by others in the class.
- A computer for each trainee with Dragon Medical 360 | Network Edition and your EHR installed.
- A projector with a laptop or computer attached.
- Microphone or headset for each participant (available and plugged into each computer).
- Login names and passwords for the training computers and EHR.
- Load test patients in the EHR training environment. For best results, have patients loaded with X-ray or lab results (scanned documents will suffice).
- 2 providers scheduled for Part 1: Basic Training in the afternoon of days 1 and 2. Please look for this symbol to indicate when you need to schedule providers.

Train-the-Trainer Agenda

Day 1	Time
Basic Training <ol style="list-style-type: none"> 1. Cover Part 1: Basic Training topics 2. How and why of Dragon Medical 360 Network Edition basics 3. Troubleshooting 	4 Hours
Observation  <p>Trainees observe a Nuance-led Part 1: Basic Training session</p>	2 Hours
Practice <p>Trainees practice using Dragon Medical 360 Network Edition basic features</p>	1.5 Hours
Wrap-up, feedback, and questions	0.5 Hours

Day 2	Time
Advanced Topics <ol style="list-style-type: none"> 1. Text and Graphics commands <ol style="list-style-type: none"> a. Review basic Text and Graphic commands b. Create a Text and Graphic command with variable list c. Create a template 2. Advanced commands <ol style="list-style-type: none"> a. Create Step by Step, Macro Recorder, and Advanced Scripting commands b. Use the Command Browser 3. Advanced features <ol style="list-style-type: none"> a. Use the Dictation Box b. Add a new dictation source, new vocabulary c. Search medical websites d. Import/export commands, word lists e. Use the Accuracy Center 	3.5 Hours
Review provider training agendas <ol style="list-style-type: none"> 1. Part 1: Basic Training 2. Part 2: Efficiency Training 	0.5 Hours
Observation  <p>Trainees observe a Nuance-led Part 1: Basic Training session</p>	2 Hours
Practice <p>Trainees practice and train each other</p>	2 Hours

Day 3	Time
Practice Trainees practice and train each other	2 Hours
Part 1: Basic Training (2 sessions, 2 hours each)  Trainees observe two Nuance-led Part 1: Basic Training sessions	4 Hours
Prepare trainees to conduct Part 1: Basic Training Develop scripts for each trainer	1.5 Hours
Wrap-up, feedback, and questions	0.5 Hours
Total Time	3 Days

Days 4 – 6 (for each trainee)	Time
Part 1: Basic Training (8 sessions, 2 hours each)  Trainee conducts Part 1: Basic Training sessions with Nuance instructor observing	16 Hours
Part 2: Efficiency Training (6 sessions, 1 hour each)  Trainee conduct Part 2: Efficiency Training sessions with Nuance instructor observing	6 Hours
Wrap-up, feedback, and questions	2 Hours
Total Time	3 Days