

# Customer Snapshot

## Haywood Community College

### Institution Profile

**Overview:** Haywood Community College, located in Clyde, NC, offers over 50 curricular programs, including an Associate Degree in Nursing, for more than 3,300 students. Approximately 4,100 additional students attend classes through its continuing education division, including adult basic education, GED preparation, occupational courses, and community service programs.

**Accreditations:** Accredited through the North Carolina Board of Nursing Approval for Associate Degree Nursing Program (NCBON). Accredited through the Southern Association of Colleges and Schools Commission on Colleges to award certificate, diploma, and associate's degrees.

**Personnel:** 185 post-secondary teachers and staff

**Founded:** 1965 | **Web site:** [www.haywood.edu](http://www.haywood.edu)

### Highlights

- Students report that after graduation and working in health-care facilities, they encounter the same scenarios they had encountered in Lippincott DocuCare simulations, and so are better prepared to handle their jobs.
- Because of Lippincott DocuCare, all nursing students graduate with experience with electronic health records in real-world settings, giving them an advantage in hiring situations.
- With Lippincott DocuCare, Haywood's simulation coordinator can create lab simulations that precisely mirror the situations that students will encounter in hospitals.
- The use of Lippincott DocuCare has improved nursing students' charting abilities, leading to improved critical thinking, and ultimately more effective nursing skills.



*“Nothing I've tried compares to Lippincott DocuCare. I can run simulations that are true to real-world hospital settings. It enables our students to graduate with hands-on experience with electronic health records, have better skill sets, and are more likely to find jobs when they graduate.”*

- Michael Youngwood, Lead Instruction Clinical & Simulation Coordinator, Haywood Community College's School of Nursing

### CHALLENGES

Haywood Community College was looking for an electronic health record (EHR) training solution to enhance classroom learning and provide ways to introduce more patient-centered or case-based activity. They were looking for a solution to meet the following needs:

- As of 2015, the use of patient records within practice will be a required skill for graduates. Students needed more pre-graduation practice in working with electronic health records.
- Instructors and simulation lab coordinators would like to add another level of realism to scenarios as students learn to care for patients.
- Faculty wanted to be able to customize scenarios to allow students to recognize important indicators within a patient chart that will affect patient outcomes.
- Students must learn how to evaluate and document patient care within an electronic health record and prepare students for any EHR that they may encounter in practice.

### SOLUTION

Lippincott DocuCare is an electronic health record training solution designed to teach students to think critically about documentation and to prepare them for patient care in practice. Haywood Community College implemented Lippincott DocuCare in the following ways:

- Instructors initially deployed it as an adjunct to clinical paperwork in a live environment. When they saw its usefulness, they used it to build case studies to support lecture material.
- Instructors use it extensively across the entire curriculum for first-year nursing students, transition nursing students, and capstone nursing students.
- First-year students use Lippincott DocuCare to get a feeling early in their education for how to document in an electronic health records environment.
- For transition students, instructors use Lippincott DocuCare to reinforce lecture material, and to teach how to use a true electronic records system in a simulated setting.

### RESULTS

Since deploying Lippincott DocuCare at Haywood Community College:

- Faculty creates between 48 and 50 assignments with it each semester.
- Nursing students create and submit nearly 100 care plans using it each semester.
- Between 400 and 500 students have submitted assignments in the system since Lippincott DocuCare was first introduced.
- Overall, approximately 2,000 scenarios have been run with it in the simulation lab.
- Haywood Community College has added more realism to students' lab experiences by incorporating documentation as part of practice.
- Haywood Community College nursing students graduate with experience that is a strong addition to a job interview because many hiring managers now consider documentation a required skill set.
- Capstone students use it extensively in case studies built as simulations.