

# Dragon Medical One

## Train-the-Trainer Training Agenda

### Training Objective

This training session is designed to prepare designated staff to understand Dragon Medical One to deliver training to Dragon Medical One users.

### Audience

The targeted audience is designated staff who plan to provide training for healthcare providers to enable them to utilize Dragon Medical One for voice dictation software.

### Recommended Class Size

Up to 3 attendees per session.

### Training Prerequisites

- Knowledge of basic computer and EHR functions
- Active DMO license
- Assigned proctor for each training session (more details on proctor responsibilities below)

### Client Preparation

Each attendee needs:

- A computer with Dragon Medical One and EHR installed
- EHR access with ability to mimic provider access/workflow
- Microphone source (e.g., PowerMic, PowerMic Mobile, USB-tethered microphone, etc.)
- Connectivity capability to join meeting / screenshare capability during meeting

Train-the-Trainer Schedule			
Scheduling	Training Topic	Class Length	Sample Schedule
Day 1: All Trainees Attend	<ul style="list-style-type: none"> <li>Dragon Medical One Detailed Training</li> <li>Detailed review of Dragon and EHR Integration</li> <li>Training Material Review</li> </ul>	Epic: 4 hours	Monday 8a-12p
		Non-Epic: 3 hours	Monday 8a-11a
Day 2: All Trainees Attend	<ul style="list-style-type: none"> <li>Dragon Troubleshooting and DMO Review</li> <li>Sample Provider Training</li> <li>Practice</li> <li>Q&amp;A</li> </ul>	Epic: 4 hours	Tuesday 8a-12p
		Non-Epic: 3 hours	Tuesday 8a-11a
Day 3: Each Trainee selects one 1-hr session to attend	<ul style="list-style-type: none"> <li>Independent Practice</li> <li>Teach Backs</li> <li>Feedback and Recommendations</li> </ul>	1 hour per attendee	Wednesday Teach-Back: 8a-9a Teach-Back: 9:30a-10:30a Teach-Back: 11a-12p

Agenda Items
<p><b>Dragon Medical One Detailed Training</b></p> <ul style="list-style-type: none"> <li>Open User Profile / log in</li> <li>DragonBar Basics</li> <li>Microphone sources/ etiquette</li> <li>Edit Text and Correct Errors</li> <li>Manage Vocabulary</li> <li>Common Dragon Commands</li> <li>Dictation Box</li> <li>Integrated Learning</li> </ul> <p><b>Add-Ons</b></p> <ul style="list-style-type: none"> <li>PowerMic Mobile, if applicable</li> <li>DMVA, if applicable</li> <li>Dragon Medical Advisor, if applicable</li> </ul>
<p><b>Detailed Review of Dragon and EHR Integration</b></p> <ul style="list-style-type: none"> <li>Keyboard Shortcuts and Mic Buttons</li> <li>EHR workflow management with Dragon</li> <li>Custom Commands (Auto-Text &amp; Step-by-Step)</li> </ul>
<p><b>Training Material Review</b></p> <ul style="list-style-type: none"> <li>Review electronic materials</li> </ul>
<p><b>Dragon Troubleshooting and DMO Review</b></p> <ul style="list-style-type: none"> <li>Review Dragon functionality</li> <li>Dragon Infrastructure</li> <li>Basic Troubleshooting</li> <li>Workflow analysis</li> </ul>

<p><b>Sample Provider Training</b>  <i>Nuance Consultant runs through a typical provider training session as an example for Teach Backs</i></p> <ul style="list-style-type: none"> <li>• DragonBar Basics</li> <li>• Microphone sources/ etiquette</li> <li>• Edit Text and Correct Errors</li> <li>• Manage Vocabulary</li> <li>• Common Dragon Commands</li> <li>• Dictation Box</li> <li>• Integrated Learning</li> <li>• Custom Commands (Auto-Text &amp; Step-by-Step)</li> </ul>
<p><b>Teach Backs</b></p> <ul style="list-style-type: none"> <li>• Each attendee/trainer practices a full training session with Nuance Consultant</li> <li>• Nuance Consultant provides feedback and recommendations</li> </ul>

## Proctor Responsibilities

- Training proctor who has administrator computer access rights with ability to:
  - Download Microsoft Teams or Zoom
  - Install DMO web-based extensions for local installations, if applicable
  - Install Citrix/VMware/RDS audio and PowerMic extensions on workstation, if applicable
  - Install and configure end-user cell phone with PowerMic Mobile app, if applicable
  - Verify DMO and/or PMM licensing in the Nuance Management Center (NMC)
    - Ability to add appropriate licensing, if needed
    - Ability to look up user usernames for log in purposes
- Training proctor to attend each training event to:
  - Ensure all attendees can access and log into the required applications
  - Assist with technical issues that may arise
  - Help guide attendees to the appropriate training environments being used
  - Assist attendees who may struggle with technology
- Training proctor to validate the below items prior to the training events:
  - Ensure connectivity to access Microsoft Teams or Zoom
  - Ensure capability to screenshare via Microsoft Teams or Zoom
  - Test USB-tethered microphones and adjust USB port assignment, if necessary
  - Set up training room with projector and amplified speaker phone
  - Ensure PowerMic Mobile users have secondary phone line for Teams or Zoom audio
  - If Training proctor and attendees are in different locations, training proctor will be responsible for confirming the above prior to the training session
  - Completion of the below validation form prior to any scheduled training events

Training Room Physical Setup	Comments
Validate projector available and in room	
Validate there is a PC connected to projector that can access Microsoft Teams or Zoom	
Validate # of computers in the training room	
Validate USB-tethered microphones are available and working	

Validate there is a conference phone available or sound system in room loud enough for all trainees to hear Nuance AC	
<b>Computer and Software Validation</b>	
Confirm EHR(s) in use at facility	
Validate that Dragon is installed on all training computers (if there are different access methods, ensure there is at least one PC set up with each configuration). Example: (1) Dragon installed locally to work with EMR #1; (2) Dragon installed on Citrix to work with EMR #2; (3) package that is installed with a specific config for a certain group of users.	
Using the dictation microphone that is connected to the PC, dictate into a Citrix-based application (i.e., Cerner or Epic), if applicable	
Using the dictation microphone that is connected to the PC, dictate using the icon for the local installation of DMO, if applicable	
Validate internet connection working properly from the PCs in the training room. Go to the Google webpage to verify that you can search for information and play/listen to a video	
Validate DMO log in and ability to dictate into all applications that will be used with Dragon.	
Repeat the above steps for each computer.	
<b>Additional Computer and Software Validation (if applicable)</b>	
Using your smart phone with the PowerMic Mobile application, dictate into a Citrix-based application (i.e., Cerner or Epic), if applicable	
Using your smart phone with the PowerMic Mobile application, dictate using the icon for the local installation of DMO, if applicable	
If applicable, verify that Dragon Medical Advisor is working. Dictate "The patient has malnutrition" and you should see the DMA advice displayed.	

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