KLAS RESEARCH | Healthcare IT Insights



ROI Validations

uPerform ROI Validations 2026

Four Organizations' Results from Using uPerform's Digital Learning & Support Platform

March 2026

uPerform ROI Validations 2026

Four Organizations' Results from Using uPerform's Digital Learning & Support Platform

Four organizations—Community Health Network, M Health Fairview, Oy Apotti Ab, and University of Colorado Health—sought to reduce their training and onboarding time, improve clinicians' EHR adoption, and centralize learning and knowledge into a single source of truth. To meet these goals, the organizations partnered with uPerform to implement the vendor's digital learning and support platform. As a result of adopting the platform, all four organizations have seen higher clinician satisfaction as well as reduced costs; several have also achieved other outcomes like significantly reduced training times and faster production of training content.

About the KLAS ROI Validations Series

To help healthcare organizations make decisions on HIT investments, KLAS is publishing a series of reports that validate real-world ROI by taking a detailed look at the outcomes a healthcare organization or a small sample of organizations has achieved with a specific HIT solution. Vendors included in this series must already be rated or validated by KLAS and must be in high-energy markets where the technology's ROI is a frequent point of curiosity.

Note: This report reflects the experience of four customer sites and is not a comprehensive view of the vendor's broader customer base.

Overview of Projects

Defining Quantitative & Qualitative ROI

This report examines both quantitative and qualitative ROI achieved by the healthcare organizations. Quantitative ROI refers to measurable metrics that were directly tied to the benefit, while qualitative ROI is based on anecdotal evidence, early-stage data, or a measurement that indirectly ties to the benefit.

Customer-Reported Outcomes—All Organizations Combined

✓ Quantitative ROI achieved ● Qualitative ROI achieved – Not yet validated

	Clinician benefits						Financial benefits				Operational/IT benefits					
	Higher clinician satisfaction	Reduced training/ nonproductive time	Higher workflow adoption/ efficiency	Improved patient care	Reduced clinician burnout	Reduced documentation/ time in EHR	Reduced costs	Reduced FTEs	Achieved Epic Honor Roll	Improved documentation/ coding	Reduced time creating & maintaining training content	Improved employee satisfaction	Repurposed trainers	Smaller vendor portfolio	Decreased IT ticket volume	Reduced third-party spending
Community Health Network	●	✓	–	–	–	–	✓	✓	–	–	–	–	–	–	–	–
M Health Fairview	✓	✓	✓	–	–	–	✓	●	●	–	✓	–	●	–	–	–
Oy Apotti Ab	✓	–	–	–	–	–	✓	✓	–	–	✓	–	–	✓	–	✓
University of Colorado Health	✓	✓	–	–	–	–	✓	–	●	–	✓	✓	✓	–	–	–

Note: KLAS measures a standard list of outcomes across all vendors in the ROI Validations series. We also invite participating vendors and organizations to share specific outcomes they want to validate. uPerform requested that the following outcomes be included: achieved Epic Honor Roll, higher workflow adoption/efficiency, and reduced third-party spending.

Lessons Learned—What Best Practices Can Other Organizations Replicate?

- **Embed learning into the clinical workflow early to maximize user adoption:** With direct access to uPerform within Epic, organizations can reduce friction, increase training completion, and drive consistent EHR use better than they could with standalone or LMS-based training.
- **Establish a model that enables trainers to focus on higher-value activities:** Organizations can see greater outcomes when trainers shift from routine course delivery to content design, governance, optimization, and support.
- **Plan for sustained change management and governance:** Critical to long-term user adoption and ROI realization are ongoing communication, clear standards, strong vendor collaboration, and regular reinforcement of the platform.
- **Define ROI broadly beyond just cost savings:** While time and cost reductions were meaningful, the participating organizations saw the greatest long-term value in improved clinician satisfaction, increased workflow efficiency, staff redeployment, and improved organizational capacity.
- **Reduce friction to improve engagement and satisfaction:** Role-based, context-aware content and easy access to content are just as critical as content quality, especially for clinicians with time pressures and cognitive overload.

Community Health Network

Project overview: Community Health Network (CHN) adopted uPerform to modernize content creation and deliver role-based learning directly within the Epic EHR. CHN partnered closely with uPerform during implementation and leaned on hands-on support from the vendor's customer success team to embed learning directly into the organization's clinical workflows. CHN has driven measurable ROI with minimal disruption to clinical workflows. Outcomes include significantly improved adoption of key initiatives, reduction in training costs while increasing nurse satisfaction with education, reduced friction caused by using multiple systems and logins, and reduced FTEs.

Community Health Network

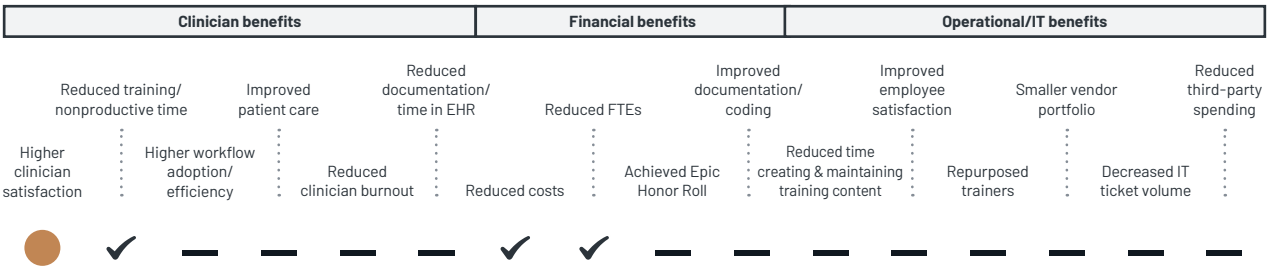
Organization size: 1,158 beds
# of specialties using: Not disclosed
Annual patient revenue: Not disclosed
EHR in use: Epic

Scope of uPerform project

# of users measured: 18,000
Care settings live: Not disclosed
Years live: 5
# of specialties currently live: Not disclosed
Project costs: Not disclosed
Types of clinicians: Physicians, APPs, nurses, techs, MAs, ancillary clinical staff

Customer-Reported Outcomes—Community Health Network

✓ Quantitative ROI achieved ● Qualitative ROI achieved – Not yet validated



Note: KLAS measures a standard list of outcomes across all vendors in the ROI Validations series. We also invite participating vendors and organizations to share specific outcomes they want to validate. uPerform requested that the following outcomes be included: achieved Epic Honor Roll, higher workflow adoption/ efficiency, and reduced third-party spending.

Clinician Benefits

Higher Clinician Satisfaction
Qualitative ROI

Achieved: Increase in nurse satisfaction with education while reducing training costs

How it was measured

Internal survey measuring nurse satisfaction

Success factors

- **Direct Epic integration:** Embedding uPerform within Epic's existing workflows made it easy for clinicians to access self-paced content at the point of need, increasing end-user adoption.
- **Enterprise-wide adoption of uPerform:** Multiple training groups across the organization were brought into the uPerform ecosystem, enabling departments to reuse content and reduce the creation of duplicative training.

Reduced Training/ Nonproductive Time
Quantitative ROI

Achieved: Reduced provider and caregiver training time by 50%; training team saved 600+ hours

How it was measured

Compared time spent on legacy instructor-led Epic onboarding to time spent on new self-paced e-learning/dual-track models (i.e., different training paths for experienced users and inexperienced users).

- **Nursing students:** In 2023, 1,292 nursing students moved from ~4-hour instructor-led Epic training sessions (plus coordination and scheduling time) to self-paced e-learning.
- **Epic-experienced physicians and APPs:** Dual-track program enrolled physicians with over 6 months of Epic experience into self-paced e-learning.

Success factors

- **Persistent change management:** Ongoing communication and engagement with clinical leaders normalized the new training approach and reinforced the clinical value.
- **Targeted redesign of high-volume programs:** An initial focus on high-volume onboarding programs (nursing students, incoming providers) quickly resulted in labor-related cost savings.

Financial Benefits

Reduced Costs
Quantitative ROI

Achieved: Decreased equipment spending; decreased supply & maintenance costs (related to color printers)

How it was measured

Reviewed printing expenses and vendor spending before and after moving training content away from paper-based delivery and into uPerform.

- Compared expenses from a post-go-live baseline period (2020–2021) to expenses from a follow-up period (2022–2025).

Reduced FTEs
Quantitative ROI

Achieved: Reduced training and support teams by 15 FTEs; approximately $1.2 million in total cost savings for department staffing budget

How it was measured

Compared FTE numbers from post-go-live baseline period (2020–2024) to numbers from a follow-up period (2025).

M Health Fairview

Project overview: M Health Fairview wanted seamless, role-based learning to be accessible within their Epic EHR to support multiple groups with varying levels of network access. With uPerform, the organization was able to embed learning materials directly into clinical workflows and eliminate login friction. uPerform partnered closely with M Health Fairview during implementation and beyond to adapt the platform to the organization's complex environment. With the uPerform platform, M Health Fairview has significantly increased user adoption and engagement and realized substantial efficiency gains (e.g., reduced time spent developing training content) and higher clinician satisfaction scores. Collectively, these outcomes have enabled the organization to scale their learning program and reduce their operational burden.

Organization size: 2,435 beds

# of specialties using: 4

Annual patient revenue: Not disclosed

EHR in use: Epic

Scope of uPerform project

# of users measured: 34,500

Care settings live: Ambulatory care, inpatient, ambulatory care surgery, specialty

Years live: Not disclosed

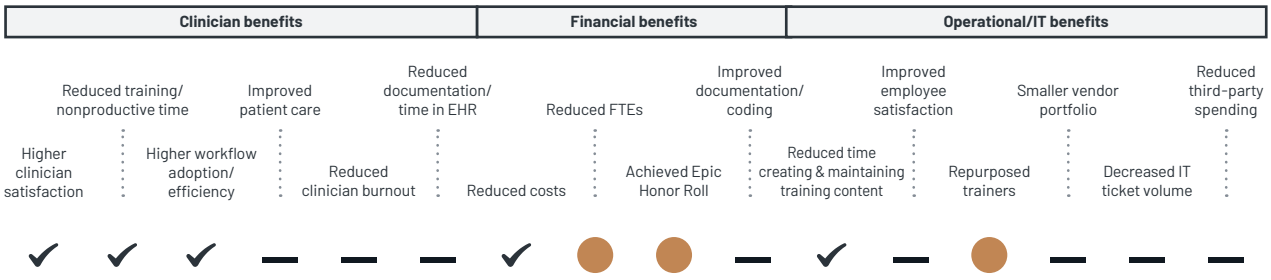
# of specialties currently live: 4

Project costs: Not disclosed

Types of clinicians: Primary care, multispecialty, surgeons, hospitalists, nursing clinical support teams

Reported Outcomes—M Health Fairview

✓ Quantitative ROI achieved ● Qualitative ROI achieved — Not yet validated



Note: KLAS measures a standard list of outcomes across all vendors in the ROI Validations series. We also invite participating vendors and organizations to share specific outcomes they want to validate. uPerform requested that the following outcomes be included: achieved Epic Honor Roll, higher workflow adoption/ efficiency, and reduced third-party spending.

Clinician Benefits

Higher Clinician Satisfaction

Quantitative ROI

Achieved: Higher satisfaction with EHR, education, and organization among physicians using uPerform

How it was measured

Contrasted M Health Fairview's KLAS Arch Collaborative survey results from physicians who use uPerform-enabled tools to the results from those who did not use uPerform. Compared to peers, physicians using uPerform had better results with the following Arch Collaborative metrics:

- Net EHR Experience Score (NEES)† was 19 points higher
- Agreement that organization delivers well was 26 percentage points higher
- Agreement that ongoing EHR education is sufficient was 17 percentage points higher
- Agreement that EHR enables efficiency was 15 percentage points higher

Success factor

Centralized, low-friction, asynchronous learning ecosystem: NEES scores improve over time by embedding training within the clinical workflow to centralize resources, reduce access barriers, expand flexible support options, and shift to asynchronous, learner-driven education.

† Each individual clinician's responses to the Arch Collaborative EHR Experience Survey regarding core factors such as the EHR's efficiency, functionality, impact on care, and so on are aggregated into an overall Net EHR Experience Score (NEES), which represents a snapshot of the clinician's overall satisfaction with the EHR environment at their organization. A NEES can range from -100 (all negative feedback) to 100 (all positive feedback).

Reduced Training/ Nonproductive Time
Quantitative ROI

Achieved: 97% of roles have transitioned to virtual training, saving ~24,000 hours total that otherwise would have been spent on training

How it was measured

Measured time spent on training pre- and post-implementation:
- Metrics and financial impact were reported in M Health Fairview's presentation at the Arch Collaborative's 2025 Learning Summit.

Success factor

Consistent, high-touch vendor engagement: Regular contact and proactive support created confidence that issues would be resolved quickly and that improvements would continue over time.

Higher Workflow Adoption/Efficiency
Quantitative ROI

Achieved: Adoption of Epic's e-consent tool increased from 7% to 87% after embedding uPerform within Epic

How it was measured

Measured adoption of e-consent tool pre- and post-embedding uPerform content directly within Epic:
- Metrics and financial impact were reported in M Health Fairview's presentation at the Arch Collaborative's 2025 Learning Summit.

Success factors

- **Reduced authentication friction:** By enabling single sign-on and standalone authentication through Epic, the organization reduced login barriers, increased user adoption and repeated use, and improved clinicians' timely access to learning.
- **In-workflow learning adoption:** Learning resources are embedded directly within Epic, so clinicians can access guidance at their point of need. This has increased adoption and use of in-workflow learning.

Financial Benefits

Reduced Costs
Quantitative ROI

Achieved: Saved $2 million in annual training costs by switching to an asynchronous training strategy

How it was measured

Compared annual training costs both before and after implementing uPerform

Reduced FTEs
Qualitative ROI

Achieved: Reduced head count of instructional design team

How it was measured

Size and capacity of instructional design team was evaluated before and after the implementation

Achieved Epic Honor Roll
Qualitative ROI

Achieved: Increased the financial incentives received from Epic's Honor Roll program

How it was measured

Organization tracked the number of required ongoing training hours completed by nurses via uPerform to meet a new Honor Roll requirement.

Operational/IT Benefits

Reduced Time Creating & Maintaining Training Content
Quantitative ROI

Achieved: Instructional designers reduced time spent creating education content by 76% compared to the industry average

How it was measured

Development efficiency was measured against an industry benchmark of approximately 66 hours to produce 17 minutes of high-engagement simulated eLearning. The nurse efficiency course required 95.5 hours to develop 105 minutes of eLearning.

Success factor

Production efficiency: One-click recording and automated capture of Epic workflows, fields, and inputs significantly minimized manual steps and rework, thus reducing the time spent developing education content.

Repurposed Trainers
Qualitative ROI

Achieved: As part of their migration to asynchronous training, M Health Fairview's education team has been able to offer more one-on-one personalization and training

How it was measured

Workflows of education team were evaluated both before and after the implementation

Oy Apotti Ab

Project overview: Oy Apotti Ab (Apotti)—a public-sector healthcare and social services IT organization—adopted uPerform to modernize their learning culture, centralize Epic training content, and reduce reliance on classroom-based instruction. The organization partnered closely with uPerform, leveraging the vendor's responsive support to guide adoption and usability needs. By shifting from manual, PowerPoint-driven training and a legacy LMS to uPerform's platform, Apotti has significantly improved the efficiency of training content creation and maintenance. Since go-live, the organization has saved €193,000 in annual facility-related costs. Apotti also estimates that they have saved 6,000 hours per year in time spent creating and maintaining training content due to faster updates and standardized authoring through uPerform.

Organization size: 3,200 beds
# of specialties using: Not disclosed
Annual patient revenue: Not disclosed
EHR in use: Epic

Scope of uPerform project

# of users measured: 47,000
Care settings live: Not disclosed
Years live: 2
# of specialties currently live: Not disclosed
Project costs: Not disclosed
Types of clinicians: Not disclosed

Customer-Reported Outcomes—Oy Apotti Ab

✓ Quantitative ROI achieved ● Qualitative ROI achieved – Not yet validated

Clinician benefits						Financial benefits			Operational/IT benefits						
Higher clinician satisfaction	Reduced training/ nonproductive time	Higher workflow adoption/ efficiency	Improved patient care	Reduced clinician burnout	Reduced documentation/ time in EHR	Reduced costs	Reduced FTEs	Achieved Epic Honor Roll	Improved documentation/ coding	Reduced time creating & maintaining training content	Improved employee satisfaction	Repurposed trainers	Smaller vendor portfolio	Decreased IT ticket volume	Reduced third-party spending
✓	–	–	–	–	–	✓	✓	–	–	✓	–	–	✓	–	✓

Note: KLAS measures a standard list of outcomes across all vendors in the ROI Validations series. We also invite participating vendors and organizations to share specific outcomes they want to validate. uPerform requested that the following outcomes be included: achieved Epic Honor Roll, higher workflow adoption/ efficiency, and reduced third-party spending.

Clinician Benefits

Higher Clinician Satisfaction
Quantitative ROI

Achieved: Increase in EHR user satisfaction

How it was measured

KLAS Arch Collaborative survey: Apotti compared scores from their internal 2024 Epic user satisfaction survey to the 2025 Arch Collaborative EHR Experience Survey.

Success factor

Structured governance & communication rhythm: Ongoing governance meetings allowed both Apotti and uPerform to monitor progress, address usability feedback, and align priorities.

Financial Benefits

Reduced costs
Quantitative ROI

Achieved: €193,000 saved per year by reducing training classroom rentals

How it was measured

Apotti calculated the annual costs they avoided by no longer having to lease four training classrooms.

Success factor

Ongoing collaboration on product enhancements: uPerform helped Apotti manage development and usability requests by providing transparency into those requests. This enabled the partners to continuously fine-tune the platform to support the organization's workflows and learning culture.

Reduced FTEs
Quantitative ROI

Achieved: Reduced in-person training resources by 2.5 FTEs due to being able to provide virtual training

How it was measured

Size and capacity of training team was evaluated both before and after implementation

Success factor

Ease of training deployment: Compared to in-person training, the virtual training is easier to deploy and administer, reducing the training team's FTE needs.

Operational/IT Benefits

Reduced Time Creating & Maintaining Training Content
Quantitative ROI

Achieved: 6 hours saved per content update, eliminating 6,000 working hours per year

How it was measured

Estimated working hours for training team members.

Smaller Vendor Portfolio & Reduced Third-Party Spending
Quantitative ROI

Achieved: Eliminated all LMS costs, saving €480,000 per year

How it was measured

Apotti calculated their savings by looking at the historical annual licensing and maintenance costs for the retired LMS platforms.

University of Colorado Health

Project overview: University of Colorado Health (UCHealth) wanted to modernize their Epic training strategy, reduce reliance on instructor-led classes, and provide clinicians with flexible, self-paced learning embedded directly within clinical workflows. UCHealth partnered with uPerform to leverage their support and codevelop workflow embedded learning solutions that align with real clinical and operational needs. Shifting to asynchronous and role-based training has enabled UCHealth to create a more personalized, scalable, and efficient learning model; it has also improved learner satisfaction (particularly among nurses), enabled faster onboarding, and resulted in 200,000 training hours being given back to end users.

Organization size: 894 beds

# of specialties using: All

Annual patient revenue: Not disclosed

EHR in use: Epic

Scope of uPerform project

# of users measured: 22,000 clinical, 14,000 nonclinical

Care settings live: All

Years live: Not disclosed

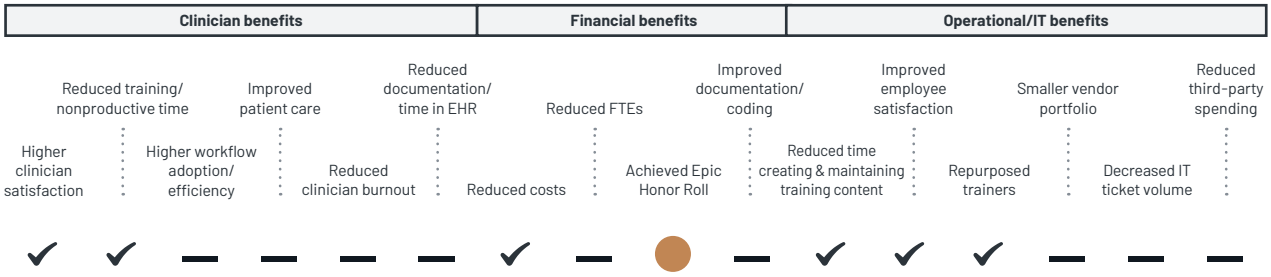
# of specialties currently live: Not disclosed

Project costs: Not disclosed

Types of clinicians: Physicians, APPs, nurses, allied health professionals

Reported Outcomes—University of Colorado Health

✓ Quantitative ROI achieved ● Qualitative ROI achieved — Not yet validated



Note: KLAS measures a standard list of outcomes across all vendors in the ROI Validations series. We also invite participating vendors and organizations to share specific outcomes they want to validate. uPerform requested that the following outcomes be included: achieved Epic Honor Roll, higher workflow adoption/ efficiency, and reduced third-party spending.

Clinician Benefits

Higher Clinician Satisfaction

Quantitative ROI

Achieved: 75% increase in nurse satisfaction with education; learner satisfaction scores of 4.7 (out of 5)

How it was measured

Results from the Arch Collaborative EHR Experience Survey and UCHealth's internal surveys that learners take after every uPerform course.

- UCHealth got results from around 20,000 respondents who took the post-course survey.
- See more in the Arch Collaborative case study UCHealth's Digital Transformation of Nurse EHR Education 2025.

Success factor

Strategic shift in training model: UCHealth leadership embraced the transition away from classroom-centric training to a digital, on-demand model that aligned with organizational strategy.

Reduced Training/ Nonproductive Time

Quantitative ROI

Achieved: Eliminated 200,000 training hours, reducing training costs by $3 million

How it was measured

Compared total time spent in traditional in-person training to time spent doing equivalent training in uPerform.

- In-person training hours included clinician travel time (which could be 45 minutes or longer each way) and on-site classroom time.
- UCHealth factored in the volume of training delivered pre-uPerform and the reduced time demand once training was moved to asynchronous modules.

Success factor

Shift from fixed classroom schedule to on-demand learning: Having asynchronous courses instead of a fixed training schedule for new hires allowed new clinicians to complete only the lessons they needed and to do the lessons when they needed to, reducing total training time.

Financial Benefits

Reduced Costs
Quantitative ROI

Achieved: Affiliated training costs reduced from $242,000 to $92,000

How it was measured

Calculated the elimination and reduction of annual travel and lodging costs related to running in-person classes across multiple states.

Achieved Epic Honor Roll
Qualitative ROI

Achieved: Established measurable training for ongoing nurse education to meet the "ease of use for nurses" requirement for Epic Honor Roll

How it was measured

uPerform measures ongoing nurse education for Epic Honor Roll by tracking engagement and time spent on training resources.

Operational/IT Benefits

Improved Employee Satisfaction
Quantitative ROI

Achieved: Over 80% of clinicians agree or strongly agree that Epic training is valuable and easy to access; 80% of clinicians would recommend the training to their colleagues

How it was measured

Epic Training Course Feedback Survey:

- A survey is deployed at the end of every asynchronous course to measure clinicians' satisfaction with the training (including ease of access) and gauge how prepared learners feel to use Epic.

Success factor

Personalized learning paths for Epic-experienced new hires: Allowing clinicians with previous Epic experience to skip familiar workflows and focus on UCHealth-specific content reduced unnecessary training hours.

Reduced Time Creating & Maintaining Training Content
Quantitative ROI

Achieved: Course development time reduced from about a month to 46 hours

How it was measured

Tracked time pre- and post-uPerform implementation.

Repurposed Trainers
Quantitative ROI

Achieved: Repurposed trainers into workflow-based coaches, leading to ~149,000 coaching sessions for a total of 977,000 minutes across multiple years

How it was measured

Microsoft Bookings and Power BI dashboard tracking:

- Coaching sessions are scheduled via Microsoft Bookings and tracked in a Power BI dashboard, enabling visibility into individual and team coaching sessions that are delivered by repurposed trainers.

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About This Report

To help healthcare organizations make decisions on HIT investments, KLAS is publishing a series of reports that validate real-world ROI by taking a detailed look at the outcomes a healthcare organization or a small sample of organizations has achieved with a specific HIT solution. Vendors included in this series must already be rated or validated by KLAS and must be in high-energy markets where the technology's ROI is a frequent point of curiosity. These case studies aim to provide supplemental insights to the standard quantitative evaluations that KLAS conducts and reports on for healthcare software and services.

For this report, KLAS conducted **in-depth interviews** with key stakeholders at four customer healthcare organizations, using a question set to explore what quantitative and qualitative ROIs have been achieved, how outcomes are being measured, and what lessons have been learned. This report reflects the experience of the customer sites and is not a comprehensive view of the vendor's broader customer base.

Reader Responsibility

KLAS data and reports are a compilation of research gathered from websites, healthcare industry reports, interviews with healthcare, payer, and employer organization executives and managers, and interviews with vendor and consultant organizations. Data gathered from these sources includes strong opinions (which should not be interpreted as actual facts) reflecting the emotion of exceptional success and, at times, failure. The information is intended solely as a catalyst for a more meaningful and effective investigation on your organization's part and is not intended, nor should it be used, to replace your organization's due diligence.

KLAS data and reports represent the combined candid opinions of actual people from healthcare, payer, and employer organizations regarding how their vendors, products, and/or services perform against their organization's objectives and expectations. The findings presented are not meant to be conclusive data for an entire client base. Significant variables—including a respondent's role within their organization as well as the organization's type (rural, teaching, specialty, etc.), size, objectives, depth/breadth of software use, software version, and system infrastructure/network—impact opinions and preclude an exact apples-to-apples comparison or a finely tuned statistical analysis.

KLAS makes significant effort to identify all organizations within a vendor's customer base so that KLAS scores are based on a representative random sample. However, since not all vendors share complete customer lists and some customers decline to participate, KLAS cannot claim a random representative sample for each solution. Therefore, while KLAS scores should be interpreted as KLAS' best effort to quantify the customer experience for each solution measured, they may contain both quantifiable and unidentifiable variation.

We encourage our clients, friends, and partners using KLAS research data to take into account these variables as they include KLAS data with their own due diligence. For frequently asked questions about KLAS methodology, please refer to engage.klasresearch.com/why-klas.

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Note

Performance scores may change significantly when additional organizations are interviewed, especially when the existing sample size is limited, as in an emerging market with a small number of live clients.



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