HOW SAULT TRIBE HEALTH DIVISION ACHIEVED 99.98% TRAINING COMPLIANCE

Background

Headquartered in Sault Saint-Marie, Michigan, Sault Tribe Health Division is a tribal health center with eight health clinics that provide various medical services to a seven-county area in the Upper Peninsula of Michigan.

The mission of the Sault Tribe Health Division is “to provide high quality, patient-centered health care that is responsive, courteous, and sensitive to individual, family, community, and cultural needs with an emphasis on disease prevention and health promotion.”

To accomplish this, Sault Tribe Health Division offers a variety of services including general medicine, traditional medicine, medical case management, behavioral health, nutrition services, physical therapy, immunizations, laboratory, radiology, optical, audiology and wellness programs. Additionally, it provides health education, and community health and outreach programs for diabetes, smoking cessation and addiction.

Challenges

With eight facilities and over 250 staff members dispersed over a wide area, Sault Tribe Health Division struggled with managing the quality of its training and tracking completed courses in accordance with federal, state, and accreditation requirements.

The primary strain arose from the organization’s reliance upon paper records and complex spreadsheets for tracking who has completed their training and renewal dates. Administrators were also expected to create their own educational presentations to teach staff consistent protocols. Further, Sault Tribe Health Division kept its policies and procedures stored in binders at each clinic. This meant any updates to policies needed to be printed and manually dispersed.

Solution

In searching for a solution, Sault Tribe Health Division learned of MedTrainer and its comprehensive compliance management suite. MedTrainer offered an affordable solution that could streamline its training and compliance challenges. After scheduling a meeting with all of the tribal health center’s key personnel, the organization decided to implement MedTrainer. And the benefits have been transformative.

Results

Quality Training: Sault Tribe Health Division uses MedTrainer’s vast library of training modules as well as the flexibility to upload its own modules. The system automatically updates due dates and sends notifications to staff and the supervisor when deadlines approach. Staff can work on their training in short segments, according to their own schedules. Some providers have a hard time setting aside a large segment of time to complete training, so having the flexibility to do it whenever they have the opportunity—and in smaller parts—has helped in meeting deadlines.
How Sault Tribe Health Division Achieved 99.98% Training Compliance

“MedTrainer helped raise Sault Tribe Health Division’s training compliance from 60-70 percent up to 99.98 percent.”

Benefits

MedTrainer helped raise Sault Tribe Health Division’s training compliance from 60-70 percent up to 99.98 percent. Currently, the tribal health center is also using MedTrainer’s provider and healthcare credentialing and enrollment tracking system, QuickCred. The system provides Joanne Umbrasas, director of operations, Sault Tribe Health Division, all required compliance documentation in one place, making reaccreditation—most recently with the Accreditation Association for Ambulatory Health Care (AAAHC)—simple and easy.

Of MedTrainer’s benefits, Joanne, commented, “Everybody benefits in one way or another from MedTrainer. Myself as the operations manager in charge of maintaining compliance, I’ve probably benefitted the most. But everyone has great satisfaction with having everything they need at their fingertips. MedTrainer has streamlined our operations. It is the only company offering a completely rounded package for health care centers that addresses all compliance management needs in a single solution. There is nothing else out there that compares to what they offer. It doesn’t get any better than that.”

Digital Incident Reporting: MedTrainer’s module for incident reports allows staff to download fillable forms for any incident. Additional documentation for unique incidents can be uploaded, keeping all related and essential documentation in one convenient location. Additionally, MedTrainer provides a sort function, so Sault Tribe Health Division can sort incidents by type. This allows administrators to quickly and efficiently analyze where improvements, changes and further training need to happen.

On-demand Policies and Procedures: Sault Tribe Health Division’s previous use of paper policy binders made it difficult to guarantee that all the binders were completely up-to-date at any given time. Today, all of the tribal health center’s policies and procedures are uploaded in the MedTrainer system, and all staff and administrators can access them on their dashboard. Now, when policies are updated, they are simply uploaded and assigned, giving everybody the most up-to-date information. Also, administrators can require an electronic signature documenting that staff have read and understood new additions or changes.

Streamlined Onboarding: Through MedTrainer, the Sault Tribe Health Division now has a complete orientation package. When new employees come on board, training is assigned in bundles that include policies to review and training that needs to be completed before they begin working with patients.