

MEDTRAINER'S LEARNING MANAGEMENT SYSTEM STREAMLINES TRAINING AND COMPLIANCE FOR COMMUNITY HEALTH CENTERS OF WESTERN KENTUCKY

Background

Community Health Centers (CHC) of Western Kentucky, Inc. operates a Medicare-certified Federally Qualified Health Center (FQHC) headquartered in Greenville, Kentucky. With five clinic locations and more than 80 staff members, CHC of Western Kentucky's mission is to provide comprehensive, quality health services to all individuals in Muhlenberg, Logan, and Todd counties, with a commitment to those who might otherwise be excluded from the health care system. CHC of Western Kentucky delivers care to patients and families regardless of economic status, while remaining cost effective, efficient and comprehensive.

As a FQHC, CHC of Western Kentucky is certified by the Centers for Medicare & Medicaid Services (CMS). It must remain up-to-date and demonstrate compliance with numerous federal, state, and local mandates, as well as Occupational Safety and Health Administration (OSHA) and Health Insurance Portability and Accountability Act (HIPAA) regulations. The CHC is also legally required to demonstrate to the Health Resources and Services Administration (HRSA) that they have met applicable requirements, including through regular operational site visits.

Challenges

With numerous, overlapping government regulations—as well as strict guidelines regarding new employee training in preparation for HRSA site visits—compliance management was time consuming for CHC of Western Kentucky. In the past, the CHC's small administrative staff had to dedicate endless manhours tracking and documenting individual staff compliance and scheduling training sessions across various satellite locations.

Looking to streamline efforts, CHC of Western Kentucky's administrators sought a user-friendly, robust online compliance tool that would help them not only keep up with, but also stay ahead of education and training requirements. Also, in the event of an audit or the anticipated HRSA Operational Site Visit, the CHC wanted a way to have all key documentation readily accessible for auditors.



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The Solution

CHC of Western Kentucky found its solution in MedTrainer's all-in-one platform, which covers tools for managing learning, compliance and credentialing. Namely, the learning management system (LMS) within the platform would provide the CHC with new online training capabilities, as well as tools to streamline risk management, incident tracking, policy and procedures, and reporting needs. CHC administrators were especially drawn to the LMS because it includes over 200 online courses that meet all necessary requirements for mandatory clinical and non-clinical employee training, including OSHA, ergonomics and injury prevention, infection control, and HIPAA training.

Today, CHC of Western Kentucky can provide all necessary courses for onboarding new employees and meeting annual requirements directly through the MedTrainer platform. Reporting on completions is also easy through MedTrainer. Notably, the system automatically sends notifications to the CHC's administrators and employees when training is due and if anything is overdue. All employees—no matter their location—can access and complete their assigned courses directly online.

Benefits & Results

CHC of Western Kentucky has dramatically streamlined its compliance management and training processes since adopting MedTrainer. Having all courses available online in one application has saved time for administrators and ensures much greater compliance with required training like OSHA, HIPAA, and Fraud, Waste and Abuse.

Adoption of MedTrainer has also eliminated the logistical challenge of assembling staff members from the CHC's various satellite locations to the main office in Greenville for on-site trainings. Staff can now log on and complete user-friendly courses at their own work site, according to what is most convenient for their schedule. As the CHC's administrators prepare for HRSA operational site visits, MedTrainer's LMS and documentation tracking feature make them feel confident they're ready to respond to any requests for information in detail.

Kelly Durall, chief operating officer and quality improvement director, CHC of Western Kentucky, explained, "With past operational site visits, we would just refer the inspection team to our staff training manuals—basically a huge binder that has everyone's tests with checkoff sheets. Now, I still have the binder, but it is completed with MedTrainer certificates of completion. I can get online to show auditors my administrative dashboard with the most up-to-the minute information and everything they could want to know."

Financial Benefits

MedTrainer has proven to be more cost effective than CHC of Western Kentucky's traditional training methods. Before MedTrainer, time and paper were the largest expenditures associated with training and compliance.

"Previously, I had to dedicate significant time to putting all the training materials together, researching the content, and then actually facilitating staff training. Since we have adopted MedTrainer, our time savings have been substantial and our staff satisfaction has been noticeable—and that is priceless," said Kelly Durall.

Favorite Feature

"My favorite feature is the course bundle packages because I've been able to make a non-clinical bundle and a clinical bundle for new hires. I can now assign a whole package to new employees with all the courses that they need to get started. Before MedTrainer, I would have to pull all those pieces together in paper format and worry about whether something was forgotten. Now I can click a button, know they have received the required onboarding education and it is done," said Kelly Durall.

