

MULTI-LOCATION URGENT CARE CENTER DIGITIZES TRAINING AND UPHOLDS ACCREDITATION WITH MEDTRAINER COMPLIANCE MANAGEMENT SUITE

Challenges

After opening its first clinic in 2014, one Midwest-based urgent care center had rapidly grown to ten locations with a staff of 150 medical providers, nurses, medical assistants, and patient service specialists. As the organization expanded, it lacked a scalable method to manage and maintain its annual requirements for education and credentialing among clinical and non-clinical staff. Required training, licenses, certifications, and their expiration dates were being tracked at each location by managers using only paper files and spreadsheets—a time consuming and error-prone process.

The urgent care center needed a system that could digitize and track all company-wide training to ensure compliance with federal and state regulations. And to maintain accreditation with the Urgent Care Association (UCA), the organization also needed ease of access to key documents for accreditation surveys, including documentation of employee training, certification, and attestation of policies and procedures.

The urgent care center sought an efficient way to provide evidence to accreditation surveyors that it meets national operating standards. Otherwise, if anything is incomplete or expired, survey results are at risk—and that encompasses everything from having up-to-date Safety Data Sheets (SDS) on file to demonstrating that Basic Life Support certifications are valid. It wanted a solution that would centralize everything so that files would be readily available and it would never miss a deadline.

The Solution

The urgent care center's primary medical supplier, McKesson, recommended MedTrainer's all-in-one compliance management suite. After viewing a demo of the cloud-based system, it determined that MedTrainer offered all the functionality it required: a learning management system (LMS), a module for the management of policies and procedures, a license and credential tracking center, robust reporting capabilities, and more.

MedTrainer's LMS features over 200 online courses for compliance training, including OSHA, HIPAA, and CMS topics. The urgent care center's administrators can easily assign courses to staff members and run progress reports to track completion. In addition to the pre-loaded course library, MedTrainer also creates custom training modules specific to the organization's equipment and processes.

Within the policy and procedure module, the organization can upload, create, and store policies in a digital format. Policies can then be assigned to staff members for attestation and digital signatures. And using the credentialing management feature, it can store and track the status of licenses, credentials, and certifications. Employees and administrators automatically receive reminder notifications when specific credentials are nearing expiration and require renewal.



“MedTrainer’s LMS features over 200 online courses for compliance training, including OSHA, HIPAA and CMS topics.”

MULTI-LOCATION URGENT CARE CENTER
DIGITIZES TRAINING AND UPHOLDS
ACCREDITATION WITH MEDTRAINER
COMPLIANCE MANAGEMENT SUITE

“With just the click of a button, they can run a report to view completions and ensure compliance across the entire organization.”

Benefits & Results

By implementing MedTrainer, the urgent care center has digitized and streamlined its training process, policies, and procedures within one central system. This not only saves administrators valuable time when it comes to tracking compliance, but also ensures all information is up to date and no renewal deadlines are missed.

It has now designated the first two weeks of August each year for all staff to complete annual education and policy re-attestation. Administrators assign the required training modules and policies relevant to each employee's position. With just the click of a button, they can run a report to view completions and ensure compliance across the entire organization. Employees can complete their assigned modules at their own pace and on a remote basis.

Additionally, all documentation required for the organization's re-accreditation surveys is organized and easily accessible in the MedTrainer system. Overall, the urgent care center has streamlined the administrative duties at each clinic, enabling staff to focus on patients rather than paper-based processes. It expects to see significant growth in the coming years, and plans to explore all the tools the MedTrainer system has to offer.

