

## CASE STUDY

# Women's Health Connecticut Makes More Time For Patient Care



## Executive Summary

Women's Health Connecticut is the largest OBGYN physician practice in its region with 90 locations in Connecticut and Massachusetts. The clinical operations team is heavily involved in compliance including trainings, OSHA, and keeping staff up to date. Women's Health Connecticut has used MedTrainer since 2018 and currently has 1,712 employees using MedTrainer to be more efficient and augment time for patient care.

## Women's Health Connecticut

### By the Numbers



Founded in 1997



1,700+ employees



250+ providers



90 locations



Women's Health  
Connecticut

## Challenge

Managing an influx of new hires and rapid growth across multiple cities and states while using paper-based compliance processes.

## Solution

MedTrainer's wide variety of courses, along with SDS management, digital folder organization, and online incident reporting set the stage for rapid growth.

## Impact

Women's Health Connecticut standardized training and compliance management, enabling the organization to more efficiently grow from 40 practices to 90.

# A Multifaceted Dilemma

## Challenge

When Lakesha Rivera became Director of Clinical Operations, the first item at the top of her to-do list was evaluating compliance at all practices (40 at the time). After several phone calls and countless follow-up emails, she discovered there was no company-wide standard for managing compliance and training. While some facilities had high adherence rates, others were working with outdated OSHA manuals or were using trainings on YouTube that hadn't been adequately vetted.

Another challenge Rivera could see up ahead was scalability as Women's Health Connecticut continued to grow. Even if Rivera could spend all of her time individually checking in with each practice manager, little time was left for managing crucial clinical guidelines which directly impact the quality of patient care. Quality patient care was something Rivera wasn't prepared to sacrifice, and instead began her journey looking for a compliance and learning solution.



“ 95 to 97 percent of my time has been saved. Before it was emails, papers, spreadsheets, checklists, and all that jazz. But now it's simply just all right there. Literally a game-changer.”

- Lakesha Rivera | Director of Clinical Operations

Women's Health Connecticut grew from 40 to 90 practices spread across 46 cities in 2 states.



## CASE STUDY

# MedTrainer is Just Right

## Solution

A self-proclaimed innovator, Rivera wasn't shy about searching for a technological solution. Having gotten her start in the hospital system working as a certified nurse-midwife, she had seen firsthand the benefit of online training. Unfortunately, finding the right fit was harder than she thought. Some software solutions weren't robust enough for all the different courses staff needed.

Other programs had a price tag that floated just above reasonable for their budget. It wasn't until one of her practice managers set up a demonstration of MedTrainer that Rivera felt like she had found a program that was just right.

"What impressed us was the fact that not only were there courses available, there was SDS management, the folders, and everything is paperless, the incident reporting, it was just like on and on and on and we were like oh, so this is a little more than just here's some courses," Rivera explains.

## Products Used

**MCompliance**

**MLearning**

**MedTrainer**

## CASE STUDY

# Women's Health Connecticut Improves Scalability

## Impact

Rivera has made a big impact at Women's Health Connecticut by bringing consistency to their training and compliance efforts. This efficiency has facilitated the organization's growth from 40 to 90 practices over the past seven years by taking time away from administrative tasks and putting it back where it matters most — patient care.

In addition to increasing compliance across the entire organization while saving her from compiling reports and keeping up with staff individually, MedTrainer also reduced the workload for several departments outside of the medical staff.

“ My favorite feature is the customized courses. Different divisions within the business have been using it to get messages across clearly to all of the different locations. Training certain aspects of the EMR, we just recorded it, plopped it into MedTrainer so then new staff comes in, here you go. It doesn't have to be done over and over again.”

– Lakesha Rivera | Director of Clinical Operations



## About MedTrainer

Since 2013, MedTrainer has been helping busy healthcare professionals manage their credentialing, training, and compliance needs while maintaining the highest standards of safety for staff, patients, and the organization. Over 300,000 healthcare professionals across 15,000 healthcare sites in North America rely on MedTrainer to get more done in less time.

**MedTrainer**

