

CASE STUDY

MedTrainer Helps Promeniq Streamline Training and Compliance Management


Executive Summary


Promeniq is a restorative men's healthcare practice that specializes in men's sexual health. As an Executive Administrator, Jennifer Feliciano is responsible for efficiently onboarding new hires, submitting documentation on time, ensuring training completion, reducing turnover, and increasing company culture. With 16 locations and more than 100 employees, Promeniq is expanding rapidly, with plans to open 5 – 6 new practice locations before the end of the year 2023.

Promeniq by The Numbers

 Founded in 2014

 Located in 5 states

 100+ employees

 20+ providers

 16 locations



Challenge

Inconsistent processes, disorganized tracking and documentation, and disparate training were putting the organization at risk and slowing growth.

Solution

MedTrainer centralizes, standardizes, and automates training and policy management across the growing organization to reduce employee workload.

Results

Promeniq is saving 21.5 weeks a year across the organization, which gives staff time to focus on scaling the business through additional providers and locations.

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The Cost of Disconnection

Challenge

Promeniq's rapid growth means they are always onboarding new employees. Early on, it was nearly impossible to track which staff had received training and when retraining was required because every location completed training in person using different materials and processes. Compounding the problem is a high level of staff turnover, a struggle felt across the industry that Feliciano encounters with the medical assistants at Promeniq's various locations. These high turnover rates impact the hours spent on training every month by adding to the number of in-person trainings and prep necessary.

TIME SPENT ON TRAINING MONTHLY



With more than 100 employees, even seemingly simple tasks — like looking for training materials, knowing who had been trained on what, or getting in touch with someone regarding a policy acknowledgment — were time consuming. To keep growing and manage staff turnover, Promeniq needed to find a better approach to manage compliance and training because these tasks were taking up to four hours a week for each market director.

“ It was very hard to find things like training records, provider licenses, and protocol acknowledgments.

- Jenn Feliciano | Executive Administrator



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MedTrainer Centralizes Crucial Work

Solution

Promeniq consolidated training and document management for all 16 locations using MedTrainer's cloud-based platform. Transitioning from in-person training to MedTrainer courses immediately saved Market Directors hours each month in training prep and facilitation.

"We're not trying to track down a bunch of different documents in our Google Drive. Everything is already in MedTrainer. Simply reviewing who is past due or sending reminders takes me all of 30 seconds," said Feliciano.

With MedTrainer's course authoring tool, Promeniq creates specialized courses that cater to its industry regulations and employees' roles, making it easier for staff to complete mandatory training while reducing the burden on management. With everything in the MedTrainer platform, Promeniq was finally able to standardize all training and compliance materials, significantly streamlining the expansion process.

Promeniq employees now use MedTrainer almost daily for things like document storage, policy acknowledgments, outstanding courses, and training materials.

Results

- 21.5 weeks a year saved
- 20 hours a month saved per market director
- 30 seconds to access training reporting across 16 locations

Products Used

MLearning
MCompliance

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Less Workload, More Compliance, Higher Growth

Impact

Promeniq has freed up 20 hours a month for each market director, making growth more manageable. Feliciano notes that MedTrainer's ease of use is one of the platform's most significant advantages.

"It's easy to navigate and I get a lot of positive feedback that it's helpful. We use it not just for specific clinic training but we've also started to use it as our hub for human resource documents like our employee handbook and information about our 401(k) plan," said Feliciano.

// MedTrainer has helped us set the stage to grow.

– Jenn Feliciano | Executive Administrator

With nearly 1,000 cloud-based courses and automated document management features, MedTrainer is her staff's one-stop shop for documents and training. With plans to continue growing and open five to six more locations this year, Promeniq will continue to rely on MedTrainer to keep the training and compliance workload low.

"There's definitely a lot of time saved in a bunch of different areas. Having the power to create our own training documents, policies, and protocols, and having them all housed in one area is in itself, invaluable," said Feliciano.

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.