

# Streamlined Training Enhances Operations in Ambulatory Surgery Center



## Executive Summary

Infini Cosmetic Associates is a small boutique cosmetic surgery center offering surgical procedures such as liposuction and fat transfer and a range of aesthetic services, including lasers, fillers, and facials. To maintain their accreditation with the Accreditation Association for Ambulatory Health Care (AAAHC) and stay updated on industry education, they sought a more streamlined approach to training and compliance.

## Infini Cosmetic Associates By the Numbers

-  Founded in 2001
-  Scottsdale, Arizona
-  15 employees
-  Accredited by Accreditation Association for Ambulatory Health Care, Inc. (AAAHC)
-  Physician owned

## INFINI COSMETIC ASSOCIATES

### Challenge

Infini Cosmetic Associates faced significant inefficiencies in their training process that required three full-time staff members to invest considerable time and effort.

### Solution

MedTrainer offered a way to efficiently assign courses, track progress, and issue completion certificates so Infini Cosmetic Associates could meet training requirements and keep their AAAHC accreditation.

### Impact

Infini Cosmetic Associates reduced their workload by 90% from three full-time employees to just a fraction of one person's job, allowing them to dedicate more time to procedures and patient care while maintaining their AAAHC accreditation.

## CASE STUDY

# Working in Search and Rescue Mode

## Challenge

The team at Infini Cosmetic Associates relied on three full-time employees, including a nurse, to conduct in-person training sessions, search for online courses, or create learning materials to cover essential topics such as hand hygiene, HIPAA compliance, and waste disposal.

This process proved time-consuming, inefficient, and unreliable. It was challenging to find suitable courses, some of which required payments for completion certificates. For Infini Cosmetic Associates, it was also important to educate their entire staff, including clinical and non-clinical personnel, to maintain consistent knowledge within the office. The lack of a centralized training platform made tracking progress and ensuring consistent education across the team a headache. Additionally, it detracted valuable time from one of the nurses who could have spent that time on patient care.

As the team at Infini Cosmetic Associates took on the responsibility of maintaining their AAAHC accreditation, they realized the need for a more streamlined solution. It was crucial for them to simplify the education process

and ensure all employees received the necessary training. MedTrainer was recommended to Infini Cosmetic Associates by Achieving Accreditation, a company that helped them restructure after a staffing change.

“We were in search and rescue mode, trying to find suitable courses to cover the necessary topics for our accreditation. It was a headache to recreate the wheel each month and hunt for courses that would provide us with certificates,” said Shannon Martinson, manager at Infini Cosmetic Associates.



## CASE STUDY

# Lightening the Training Load

## Solution

Infini's manager, Shannon Martinson, led the effort to explore solutions, considering other providers but ultimately choosing MedTrainer for its user-friendly dashboard, extensive library of courses, and competitive pricing that suited their small office with a limited number of employees.

*"Prior to MedTrainer, we spent hours creating and searching for training materials. It involved various websites, taking mini-courses to assess their suitability, and sometimes having to give out credit card information all over the internet trying to piece trainings together."*

- Shannon Martinson | Manager at Infini  
Cosmetic Associates

While some topics could be found online to satisfy OSHA and HIPAA requirements, other topics like waste disposal were challenging to find. Juggling various trainings and obtaining certificates that sometimes incurred additional costs, along with the expenses of staff time significantly added to the training burden. However, maintaining comprehensive documentation was something they couldn't forgo since it was vital to passing their AAAHC re-accreditation survey. MedTrainer solved the issue of a disjointed training strategy by offering numerous topics for providers, ASCs, and non-clinical personnel, with automated documentation and reminders, all in one place.

## Results



**90% decrease** in work hours\*



Simplified the completion of AAAHC re-accreditation training requirements.

\*Shifting from three full-time employees to just a fraction of one person's job.

## Products Used

MLearning



MLearning

## CASE STUDY

# From Struggle to Smooth Sailing

## Impact

Infini Cosmetic Associates has been using MedTrainer since 2022, and they consider the adoption of MedTrainer a resounding success. It no longer takes three full-time staff members to piecemeal training together every year. The software streamlined the training process, allowing Martinson to easily find and assign the right courses, track progress, and automatically send out reminders for completion.

*“ MedTrainer was definitely a success because it took a huge job off of me and two other employees who used to manage training. Now I can assign the courses, it reminds the staff when to get them done, and I can see their progress. It just really streamlined and simplified education for the office.”*

– Shannon Martinson | Manager at Infini Cosmetic Associates

## 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.

By streamlining the training workload, employees are now able to focus on patients rather than patchy processes. All training documentation required for the organization’s re-accreditation surveys is organized and easily accessible, giving them peace of mind.

