Facilitating Growth for SurgCenter of Western Maryland

Executive Summary

SurgCenter of Western Maryland provides high–quality care for multiple specialties. As the only surgery center in all of Allegheny County, they stay fairly busy with 4,000 cases per year and plans for growth. Using MedTrainer increases staff efficiency, helps maintain AAAHC accreditation, and keeps patient satisfaction a priority.

SurgCenter By The Numbers

Founded in 2011

Cumberland, Maryland

32 employees

15 providers

4,000 cases per year

45% / 55% Hospital Owned & Physician Owned

Accredited By Accreditation Association For Ambulatory Health Care, Inc. (AAAHC)

SURGCENTER
OF WESTERN MARYLAND

Challenge

Be ready for re-accreditation and increase procedure volume when strict training requirements are taking too much staff time, and unreliable paper systems are putting the business at risk.

Solution

MedTrainer provides SurgCenter of Western Maryland with a cloud–based training platform curated by ASC inspectors and surveyors specifically to help ASC providers and staff meet state and federal requirements.

Impact

SurgCenter of Western Maryland increased staff and provider training completion, eliminated non-compliance risk, and saved one hour every week on manual tasks related to training.
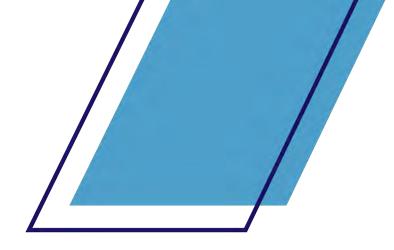
MedTrainer

Paper Processes Prevented Growth

Challenge

Raghu Reddy's, Chief Administrative Officer, top priority is growing the organization. This goal hinges on smooth day–to–day operations. Before implementing MedTrainer, all employee training was recorded in a physical binder. Right before an inspector was scheduled to come by; the binder disappeared, leaving SurgCenter of Western Maryland with no proof that training was done all year.

> " Imagine being an administrator facing an inspector asking you to prove that staff is compliant and the binder is not found. If that doesn't give you a hernia, *I don't know what will.*
>
> **– Raghu Reddy | Chief Administrative Officer**

Any ASC owner will tell you training is paramount to meeting the strict compliance requirements placed on ASCs. Training is required every year for doctors, staff, and sometimes even vendors. For SurgCenter of Western Maryland, keeping track of this crucial information on paper was risky and created more work for the staff.

"Before implementing technology, the clinic director had to go through every paper for every course and enter it into spreadsheets. It was a lot more laborious."

MedTrainer

MedTrainer Solves Unmet Need

Solution

Since implementing MedTrainer, SurgCenter of Western Maryland has increased training completion among staff and providers while reducing the time it takes for the clinic manager to monitor and remind staff about the training.

"When we delegate training to a doctor, they're extremely notorious for not doing it. They'll say they've done it, but they've only done one out of the required four courses." MedTrainer's intuitive platform saves SurgCenter of Western Maryland time by automatically sending reminders and keeping track of course completion.

Results

- One hour per week saved on education compliance

- Increased training completion rates

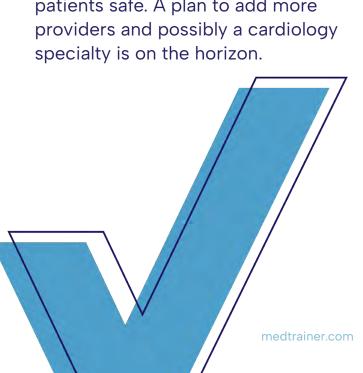- Training audit is completed with one click

Products Used

MLearning

MedTrainer

Getting To What Matters: Patient Care

Impact

"I couldn't emphasize enough the amount of cost savings and efficiencies we create by implementing technology." Staff now have time to focus on high–value projects, overall employee satisfaction is increasing with their use of automation, they are eliminating human errors, and increasing the overall speed of transactions that occur. "In order for ASCs to remain competitive and viable in the future, we must adopt and retain technology." Since implementing MedTrainer, Reddy has been able to set his focus back on the things that matter most — scaling an essential business and keeping patients safe. A plan to add more providers and possibly a cardiology specialty is on the horizon.

> "I've been in this space for a long time, and I really think there's a missed opportunity for many of my peers in the industry who are wasting time and money by sticking to a paper manual process.

– Raghu Reddy | Chief Administrative Officer

About MedTrainer

Since 2013, MedTrainer has been helping busy healthcare professionals manage their cre–dentialing, 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.

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