

ABC Pharmacy Relieves Turnover Stress With MedTrainer

Executive Summary

ABC Pharmacy is an independent local pharmacy with 15 locations across Southern California's Inland Empire and Los Angeles County. Their mission is to provide top-quality pharmacy services with a personal touch. They take pride in their close-knit team of pharmacists and technicians dedicated to delivering exceptional prescription experiences. ABC Pharmacy ensures convenient access to essential medications and healthcare support by serving underserved communities and offering overnight delivery.

ABC Pharmacy by the Numbers

-  Founded in 1993
-  Southern California
-  100+ employees
-  15 locations
-  Physician owned



Challenge

Incomplete compliance training and resulting audit deficiencies put ABC Pharmacy's growth in jeopardy, causing the pharmacy manager considerable stress and anxiety as he spent countless hours enabling and tracking staff training.

Solution

MedTrainer's all-in-one compliance platform relieved the pharmacy manager's stress by reducing the training workload and automating onboarding and exclusions monitoring so ABC Pharmacy could run more efficiently and feel relaxed and prepared for future audits.

Results

ABC Pharmacy reduced their compliance workload and onboarding by 5-10 hours a month, allowing them to dedicate more time to expanding their pharmacy locations and eliminating audit-related worries and anxieties.

CASE STUDY

Risking Compliance With Scattered Records

Challenge

As the manager of a thriving pharmacy, Gerald Woo wanted to focus on expansion opportunities and helping customers. Instead, he was grappling with compliance challenges that were costing him time and money. He tracked training completion, maintained Excel records, and managed upcoming training renewals for over 100 staff members on top of his other responsibilities as pharmacy manager.

Managing manual tasks and disorganized records across 15 locations made preparing for insurance audits and regulatory inspections, such as those conducted by the California State Board of Pharmacy, a time-consuming and stressful task. Woo stated that often times, his pharmacists and technicians maintained separate training accounts across multiple sites, making it challenging to supervise and monitor their progress. This resulted in frequent difficulties with staff forgetting their account information, requiring significant time to resolve.

Working on multiple accounts for training was a significant undertaking; just spending 10 minutes with each staff member would take up half a week's worth (23 hours) of time. Not to mention the unaccounted-for hours spent worrying about it beforehand.

Another challenge that came with managing multiple locations and trying to expand was onboarding new staff. Woo stored documents on his computer, manually compiled onboarding documents, and emailed them to new staff.



“ I spent hours gathering documents, and even then, audits would reveal the deficiencies. Finding an employee had outdated training from two years ago emphasized the need to streamline.”

– Gerald Woo | Pharmacy Manager

CASE STUDY

Saving Time With an All-In-One Platform

Solution

When ABC Pharmacy heard about MedTrainer from their medical supplier, McKesson, they knew it was the solution they needed. MedTrainer centralized all of ABC Pharmacy's compliance training and onboarding processes, streamlining oversight and offering peace of mind about future audits.

Tracking employee training went from logging into multiple accounts and spending time on calls with employees to clicking on a single report.

“ MedTrainer is good because it's all centralized, so I can very quickly see who's done what training, and everything's organized,”

– Gerald Woo | Pharmacy Manager

Products Used

MLearning

MCompliance

Exclusions Monitoring

Using MedTrainer onboarding paths, ABC Pharmacy automated assignment of documents and training to streamline the time-consuming and manual process of onboarding new employees into a one-click onboarding solution. “It's really easy to add a new employee and have all the onboarding documents and trainings assigned at once without me having to skip between three to four different programs,” said Woo.

MedTrainer consolidates all new hire paperwork and course tracking into one easily accessible platform, eliminating the need for ABC Pharmacy to manually store, organize, and track every due date, giving Woo back significant time to focus on pharmacy operations.

Results



30 minutes saved onboarding each new employee



5 – 10 hours of work saved a month

CASE STUDY

From Slip-Ups to Success

Impact

ABC Pharmacy has freed up 5 – 10 hours every month and has sped up onboarding each new employee by half an hour. Woo said that with audits picking back up post-pandemic, having MedTrainer has given him peace of mind that everything is accounted for and in order.

“ Being able to streamline everything together has saved me a lot of headaches and time on all the new employees, plus it gives us the confidence that we’ve got all the documents on file for audits,”

– Gerald Woo | Pharmacy Manager

For Woo, less time worrying about compliance also means spending more time on something fun and engaging for the community, like the new flu shot competition he is planning. By reducing administrative burdens, helping them be audit-ready, and automating crucial tasks, MedTrainer has become an invaluable tool for ABC Pharmacy as it continues to serve diverse communities and expand its presence in Southern California.

Did you know?



21%
turnover
rate

With a staff of 100, spending 2 hours onboarding each new employee would take 42 hours of manager’s time.



\$88/
hour²

The average Pharmacist Manager Salary in California is \$184,653
At 10 hours a month, that’s \$10,560.

¹Salary.com

²Pharmacytimes.com



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.

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