

Alleviating Compliance Strain in Rural Healthcare During High Staff Turnover

Executive Summary

A rural, federally qualified health center (FQHC) provides medical, dental, pharmacy, mental, and behavioral health services to underserved communities. They serve a diverse population that often lacks access to adequate healthcare services due to their remote locations.

by the Numbers



40+ years in operation



Established in Florida



250+ employees



14 locations



Physician owned



50+ providers



AAAHC-accredited

Challenge

The FQHC's decentralized approach to training and compliance caused inefficiencies that made it challenging to track and verify the compliance requirements needed to maintain accreditation and HHS funding.

Solution

MedTrainer's comprehensive digital solution offered the tracking, reporting, and customization needed to manage compliance for a 200+ workforce experiencing high staff turnover.

Results

The FQHC saved time and money by consolidating compliance and learning into one platform. The team was able to reduce their workload and increased staff compliance to maintain HHS funding.

CASE STUDY

Compliance Chaos Amidst Workforce Fluctuations

Challenge

As a Federally Qualified Health Center (FQHC), the center receives government funding that is contingent on adherence to strict compliance standards. The Corporate Compliance Officer, is responsible for managing compliance training, patient safety, infection control, risk management, and more for over 200 employees. The organization's decentralized approach to training and compliance made it difficult to track and verify the completion of essential compliance tasks required by regulatory and accrediting agencies.

Their training process relied on PowerPoint presentations and sign-off sheets, which lacked consistency and accountability. With staffing issues common to rural healthcare facilities, it was even harder to keep track of compliance for every employee.

“ I am losing my mind here because I cannot prove that everybody in this company has had the training they need,”

– Corporate Compliance Officer

They knew something needed to change with the constant influx of new hires. They tried using their payroll system, but the training assessment features were lacking, leaving them to, once again, piecemeal systems. They needed a comprehensive compliance solution.



CASE STUDY

Taming Compliance Demands Through Versatility

Solution

To address their challenges, they explored different compliance and training solutions. After evaluating several options, the FQHC chose MedTrainer for its ease of use and comprehensive features.

With both a healthcare-specific learning management system (LMS) and compliance tools in one platform, it made things easier not just for administrators at the FQHC, but for every employee.

“We chose MedTrainer because of the versatility. Not only did it do the customized training, but we can do the contracts, incident reports, and many different compliance pieces,”

– Corporate Compliance Officer

Products Used

MLearning
MCompliance

The MedTrainer Course Authoring Tool makes it easy for them to create and upload their own courses while taking advantage of the included ability to create post-tests, assign in bulk, and set automated training completion reminders. MedTrainer’s comprehensive, user-friendly compliance platform empowered them to seamlessly involve many team members in infection control, safety, and action plan follow-ups, lifting the burden of ensuring readiness for accrediting agency assessments.

Results



Facilitated proof
**of compliance for
accreditation surveys**



Reduced hours spent on
training and reporting

CASE STUDY

From Chaos to Clarity

Impact

Using MedTrainer, the FQHC was able to consolidate compliance tasks in one platform, which eliminated employee confusion navigating multiple platforms, reduced the burden of learning multiple systems, and improved staff cooperation while saving time and money. The platform's easy-to-use interface and custom course availability made it a smooth transition.

Simultaneously, MedTrainer's comprehensive reporting capabilities allowed them to track and monitor training completion, ensuring compliance with regulatory and accreditation standards.

“ It's made my life easier as far as keeping track of compliance and being able to pull reports when surveyors are here. I can say these people did their training, and I have proof!”

– Corporate Compliance Officer

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.

