

## CASE STUDY

# MedTrainer Streamlines Training and Compliance for Community Health Centers of Western Kentucky



## Executive Summary

Community Health Centers of Western Kentucky, Inc. operates a Medicare-certified Federally Qualified Health Center (FQHC) headquartered in Greenville, Kentucky. Community Health Centers of Western Kentucky's mission is to provide comprehensive, quality health services to all individuals in Muhlenberg, Logan, and Todd counties, with a commitment to those who might otherwise be excluded from the health care system.

## Community Health Centers of Western Kentucky by the Numbers

 3 counties

 80+ employees

 5 locations



## Challenge

Managing paper-based processes and in-person training, while also being prepared for HRSA operational site visits, was very difficult in a fast-paced community health center.

## Solution

MedTrainer's all-in-one platform streamlines risk management, training, incident tracking, policy and procedures, and reporting needs so staff can focus on patients.

## Impact

Community Health Centers of Western Kentucky has experienced substantial time savings, noticeable staff satisfaction, and increased compliance with MedTrainer.

## CASE STUDY

# Endless Man Hours Maintaining Compliance

## Challenge

With numerous, overlapping government regulations — as well as strict guidelines regarding new employee training in preparation for Health Resources and Services Administration (HRSA) site visits — compliance management was time-consuming for Community Health Centers of Western Kentucky. In the past, their small administrative staff had to dedicate endless man hours tracking and documenting individual staff compliance and scheduling training sessions across various satellite locations.

Looking to streamline efforts, Community Health Centers of Western Kentucky's administrators sought a user-friendly, robust online compliance tool that would help them not only keep up with, but also stay ahead of education and training requirements. Also, in the event of an audit or the anticipated HRSA operational site visit, the team wanted a way to have all key documentation readily accessible for auditors.



# MedTrainer Reduces Manual Tasks

## Solution

Community Health Centers of Western Kentucky found its solution in MedTrainer's all-in-one platform, which covers tools for managing learning, compliance, and credentialing. MedTrainer Learning provides them with new online training capabilities and MedTrainer Compliance offers tools to streamline risk management, incident tracking, policy and procedures, and reporting needs. Community Health Centers of Western Kentucky administrators were especially drawn to the learning management system (LMS) because it includes nearly 1,000 online courses that meet all necessary requirements for mandatory clinical and non-clinical employee training, including OSHA, ergonomics and injury prevention, infection control, and HIPAA training.

Today, Community Health Centers of Western Kentucky can provide all necessary courses for onboarding new employees and meeting annual requirements directly through the MedTrainer platform. Reporting on completions is also easy through MedTrainer. Notably, the system automatically sends notifications to administrators and employees when training is due and if anything is overdue. All employees — no matter their location — can access and complete their assigned courses directly online.

*“ My favorite feature is the course bundle packages because I've been able to make a non-clinical bundle and a clinical bundle for new hires. I can now assign a whole package to new employees with all the courses that they need to get started. Before MedTrainer, I would have to pull all those pieces together in paper format and worry about whether something was forgotten. Now I can click a button, know they have received the required onboarding education and it is done.”*

**- Kelly Durall | Chief Operating Officer and  
Quality Improvement Director**

## Products Used

**MCompliance**

**MLearning**

# Removing Stress From HRSA Operational Site Visits

## Impact

Community Health Centers of Western Kentucky has dramatically streamlined its compliance management and training processes since adopting MedTrainer. Having all courses available online in one application has saved time for administrators and ensures much greater compliance with required training for OSHA, HIPAA, and HRSA. Adoption of MedTrainer has also eliminated the logistical challenge of assembling staff members from Community Health Centers of Western Kentucky's various satellite locations to the main office in Greenville for on-site trainings. Staff can now log on and complete user-friendly courses at their own work site, according to what is most convenient for their schedule. As administrators prepare for HRSA operational site visits, MedTrainer's LMS and documentation tracking feature make them feel confident they're ready to respond to any requests for information in detail.

## 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.

Kelly Durall explained, "With past operational site visits, we would just refer the inspection team to our staff training manuals — basically a huge binder that has everyone's tests with checkoff sheets. Now, I still have the binder, but it is completed with MedTrainer certificates of completion. I can get online to show auditors my administrative dashboard with the most up-to-the-minute information and everything they could want to know."

MedTrainer has proven to be more cost effective than Community Health Centers of Western Kentucky's traditional training methods. Before MedTrainer, time and paper were the largest expenditures associated with training and compliance.

“ Previously, I had to dedicate significant time to putting all the training materials together, researching the content, and then actually facilitating staff training. Since we have adopted MedTrainer, our time savings have been substantial and our staff satisfaction has been noticeable — and that is priceless.”

– Kelly Durall | Chief Operating Officer and Quality Improvement Director