

Multi-Location Urgent Care Center Digitizes Training and Upholds Accreditation



Executive Summary

A Midwest-based urgent care center was quickly growing and lacked a scalable method to manage and maintain its annual requirements for education and credentialing among clinical and non-clinical staff. To ensure compliance with federal and state regulations and to maintain accreditation with the Urgent Care Association (UCA), the organization needed ease of access to key documents including employee training, certification, and attestation of policies and procedures.

By the Numbers

 Founded in 2014

 150 employees

 10 locations

Challenge

Efficiently providing evidence to accreditation surveyors while growing and adding providers at a rapid pace.

Solution

MedTrainer's all-in-one compliance platform provided training required for accreditation, as well as a central location for policies and SDS management, and robust reporting capabilities.

Impact

The urgent care center streamlined the administrative duties at each clinic, giving staff more time to focus on patients rather than paper-based processes.

CASE STUDY

Time-Consuming and Error-Prone Processes

Challenge

After opening its first clinic in 2014, one Midwest-based urgent care center had rapidly grown to 10 locations with a staff of 150 medical providers, nurses, medical assistants, and patient service specialists. Required training, licenses, certifications, and their expiration dates were being tracked at each location by managers using only paper files and spreadsheets — a time-consuming and error-prone process.

The urgent care center needed a system that could digitize and track all company-wide training to ensure compliance with federal and state regulations. They also needed an efficient way to provide evidence to accreditation surveyors that it meets national operating standards. Otherwise, if anything is incomplete or expired, survey results are at risk — and that encompasses everything from having up-to-date Safety Data Sheets (SDS) on file to demonstrating that Basic Life Support (BLS) certifications are valid. The urgent care center wanted a solution that would centralize everything so that files would be readily available and it would never miss a deadline.



CASE STUDY

An All-In-One Compliance Solution

Solution

The urgent care center's primary medical supplier, McKesson, recommended MedTrainer's all-in-one compliance platform. After viewing a demo of the cloud-based system, it determined that MedTrainer offered all the functionality it required: a learning management system (LMS), a module for the management of policies and procedures, a license and credential tracking center, robust reporting capabilities, and more.

MedTrainer's LMS features nearly 1,000 online courses for compliance training, including OSHA, HIPAA, and CMS topics. The urgent care center's administrators can easily assign courses to staff members and run progress reports to track completion. In addition to the pre-loaded course library, the team can upload their own training specific to the organization's equipment and processes.

MedTrainer's Document Center made it easy to upload, create, and store policies in a digital format. Policies can then be assigned to staff members for attestation and digital signatures. And using the credentialing management feature, it can store and track the status of licenses, verifications, and certifications. Employees and administrators automatically receive reminder notifications when specific credentials are nearing expiration and require renewal.



Products Used

MCompliance

MLearning

MCredentialing

MedTrainer

Returning the Focus to Patients

Impact

Overall, the urgent care center has streamlined the administrative duties at each clinic, enabling staff to focus on patients rather than paper-based processes. All documentation required for the organization's re-accreditation surveys is organized and easily accessible and staff know all information is up-to-date and no renewal deadlines are missed. It expects to see significant growth in the coming years and the digitization of compliance processes will pave the way.

The urgent care center has designated the first two weeks of August each year for all staff to complete annual education and policy re-attestation. Administrators assign the required training modules and policies relevant to each employee's position. With just the click of a button, they can run a report to view completions and ensure compliance across the entire organization. Employees can complete their assigned modules at their own pace and on a remote basis.

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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.