

Rural Health Care, Inc. Experiences 35% Time Savings on Training



Executive Summary

Rural Health Care, Inc. (RHCI) operates a Medicare-certified Federally Qualified Health Center (FQHC) that serves central South Dakota and southwestern Minnesota. With numerous overlapping federal and state government regulations, compliance management was time-consuming and arduous. They selected MedTrainer as a partner to deliver high-quality training that streamlines the process for both administrators and employees.

By the Numbers

 Founded in 1987

 300+ employees

 13 locations



Challenge

Finding, conducting, and tracking employee compliance training to maintain compliance with numerous overlapping federal and state government regulations.

Solution

MedTrainer provides RHCI an easy and organized way to deliver training — including custom courses, onboarding new employees, and reporting on annual training.

Impact

In the two years since adopting MedTrainer, RHCI has noticeably streamlined its training and compliance management processes, leading to an estimated 35% reduction in time and labor. There has also been a staff morale boost regarding education.

CASE STUDY

Managing FQHC Compliance

Challenge

As Quality Assurance Specialist at RHCI's Highmore Clinic, Angie Huckins is responsible for education and ensuring compliance with FQHC mandates. With numerous, overlapping federal and state government regulations, compliance management was a time-consuming and arduous task for Angie.

Previously, she had to manually manage a spreadsheet that tracked when staff members were due for annual training, when training occurred, and each staffer's results. She also relied on the spreadsheet for reporting.

Looking to streamline these processes, Angie began to search for a learning management system (LMS) that could help not only with tracking training due dates and completions, but also with the delivery of training content. Initially, she looked at one platform but found the provider's LMS to be limited in its online course offerings and ability to send reminders to ensure employees met critical reporting deadlines. But then, Angie learned of MedTrainer from RHCI's medical supply distributor McKesson and discovered a comprehensive solution that could address all her challenges.



CASE STUDY

Easy Way to Onboard New Employees and Report on Training

Solution

Angie found exactly what RHCI needed in MedTrainer's all-in-one compliance platform, which includes tools for managing learning and compliance. Notably, MedTrainer's LMS features nearly 1,000 online courses for compliance training, including OSHA, HIPAA, and CMS topics. Now, Angie can easily assign courses to staff members and run progress reports to track completion.

In addition to an extensive, pre-loaded course library, MedTrainer also offers users the ability to create custom training modules specific to their clinic's settings. For example, Angie turned to MedTrainer to convert an internally produced HIPAA training video on

protecting patients' personal information into an easily digestible and fun e-learning course that has received rave reviews by the RHCI staff.

MedTrainer now provides RHCI an easy and organized way to onboard new employees and report on annual training. It not only informs Angie when training is due for individual employees, but also sends automated notifications of any overdue training.

“After years of me having to remember via spreadsheet, who is due for training and what training is required, MedTrainer's automated email reminders help me stay up to date at all times and are amazing and user friendly.”

- Angie Huckins | Quality Assurance Specialist

Products Used

M1 Learning



CASE STUDY

Reduced Training Time and Labor By 35%

Impact

In the two years since adopting MedTrainer, RHCI has noticeably streamlined its training and compliance management processes, leading to an estimated 35% reduction in time and labor. There has also been a staff morale boost regarding education.

“*The staff really enjoy the wide variety of courses, specifically the Basic Life Support (BLS) and Advanced Cardiac Life Support (ACLS), which are phenomenal courses. Training isn't a struggle anymore and the staff is happy, which makes me happy.*”

- Angie Huckins | Quality Assurance Specialist

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.

