

Rocky Mountain Surgical Center Cuts Credentialing Time in Half With MedTrainer

Rocky Mountain Surgical Center (RMSC) is an accredited surgical center in Gallatin County, Montana. Specializing in orthopedics, pain medicine, and podiatry, RMSC completes thousands of procedures annually with state-of-the-art technology and a warm and positive environment. The center is a certified member of the American Association of Ambulatory Health Care (AAAHC) and a CMS-certified facility.

Rocky Mountain Surgical Center by the Numbers

-  Founded in 2003
-  Bozeman, Montana
-  12 Physicians
-  Founded by a Physician
-  48 employees



Challenge

Rocky Mountain Surgical Center's manual processes were time-consuming, resulting in lost productivity and increased chance of revenue impact due to credentialing delays. Plus, as a CMS-certified facility, RMSC needed to remain survey-ready, which was a challenge with paper files, spreadsheets, and disparate communication.

Solution

MedTrainer's all-in-one platform simplifies RMSC's education, compliance, and credentialing processes. From requesting credentialing documents to privileging sign-off, the entire process is electronic with automatic tracking and customizable reporting. RMSC improved employee productivity with easy-to-use regulatory training from MedTrainer Learning and online policy management and reporting that keeps them survey ready.

Results

RMSC reduced provider reappointment time by 50%, and can now fulfill CMS inspector requests in under 60 seconds. With electronic document requests, provider applications are returned in just one week, compared to several weeks previously. With easy access to customized monthly reports, RMSC has instant visibility into expiring credentials and DEA verification, further enhancing compliance.

The Chaos of Manual Compliance Processes

Challenge



As the Office Manager at Rocky Mountain Surgical Center (RMSC), Kasey Krabler oversees everything from HR and compliance to billing and accounts payable. She's responsible for ensuring all providers, and a separate anesthesia group, are properly credentialed and have privileges at the center. As a Centers for Medicare and Medicaid (CMS) certified facility, RMSC always needs to be ready for an unplanned visit—meaning every part of Kasey's role is critically important and demands that she juggle tasks effectively.

Before MedTrainer, RMSC used a disjointed mess of Excel spreadsheets, paper files, and inefficient processes to keep up with credentialing and compliance. Provider reappointments took a week of preparation and Kasey often found herself spending long hours pulling, updating, and saving documents.

“Our application was probably eight or nine pages with a lot of repetitive information. Our providers did not enjoy recredentialing time at all. And then collecting all of that paper, keeping everything in the file, all of the reappointments and years was a bit chaotic.”

– Kasey Krabler, Office Manager
Rocky Mountain Surgical Center



The biggest hurdle Kasey faced was keeping everything organized to be sure she was on top of expiring credentials, knew what documents she still needed, and had an accurate record of completed training and policy acknowledgments. Anything could go wrong very quickly and the potential financial consequences meant RMSC needed a solution.

MedTrainer Brings Order to Compliance Chaos

Solution

The introduction of MedTrainer’s all-in-one software marked a turning point for Kasey and RMSC. Streamlining education, compliance, and credentialing turned what had once been a tedious process filled with manual labor and long hours into a digital-first approach to compliance.

MedTrainer Credentialing brought much-needed organization, visibility, and consistency. All provider information, documents, and communication are together in the provider’s profile with at-a-glance insight into the reappointment process and outstanding items. Kasey says the document section is her best friend — she sorts by document type, expiration date, or name to find exactly what she needs. MedTrainer’s electronic document requests have helped to dramatically reduce the credentialing time.

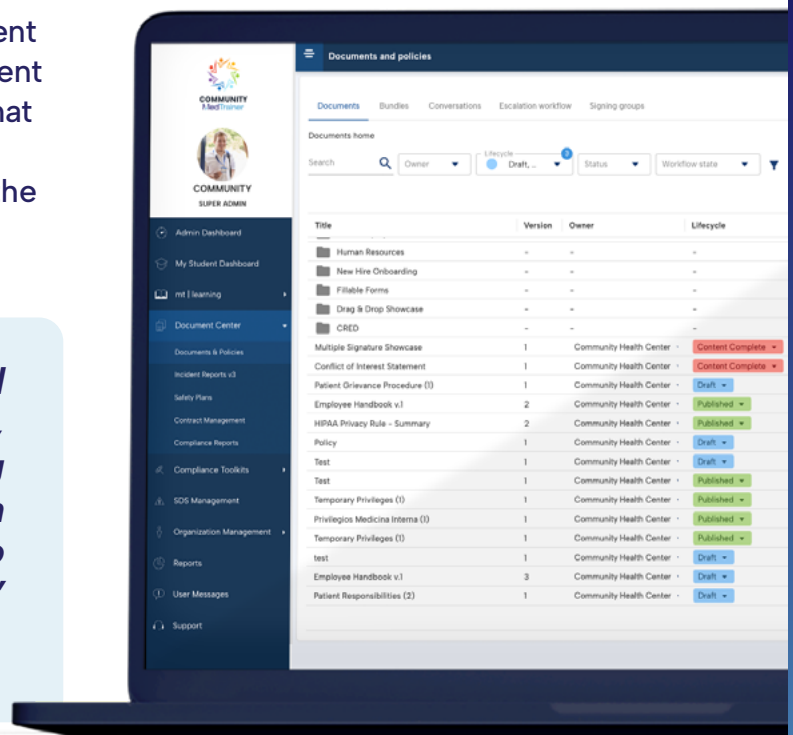
“When providers know what the email looks like and who it comes from, they recognize it is recredentialing time and are often more reliable in responding quickly and thoroughly so you don’t have to follow up.”

– Kasey Krabler, Office Manager
Rocky Mountain Surgical Center

RMSC also relies on MedTrainer Learning and Document & Policy Management to maintain AAAHC accreditation and CMS certification. When they redid all of their policies and procedures a couple years ago, MedTrainer was a lifesaver. *“Having the ability to send them to all employees for acknowledgement and review was absolutely amazing. It would have been a nightmare without MedTrainer,”* Kasey says.

“We save our nursing licenses, BLS, and ACLS in the education platform, so at the beginning of every month, I pull the expirations and who has completed learning modules for the year and that dictates who I’m going to talk to and what I’m waiting to collect.”

– Kasey Krabler, Office Manager
Rocky Mountain Surgical Center



MedTrainer has given Kasey, her colleagues, and the center’s executive leadership team, complete confidence and credentialing. Plus these combined efficiencies mean Kasey now spends less time chasing providers, reducing the overall administrative burden while supporting RMSC’s continued revenue goals.

Dramatic Gains in Confidence and Efficiency

Impact

Using MedTrainer, Kasey feels that Rocky Mountain Surgical Center is always ready for a survey. This readiness has turned survey visits from nerve-racking encounters to calm, controlled interactions. **Within 60 seconds, Kasey can provide staff and provider lists—usually the surveyor’s first request.** Because she has been looking at monthly reports, she’s confident she can meet any request from the surveyor without pulling out spreadsheets, searching for relevant names, and printing files—a process that was filled with doubt and uncertainty.

“I have really adjusted the process to be able to spend less time and work more efficiently—with the help of MedTrainer. Now, quarterly with my reappointments, instead of a week I might spend half a day pulling all my documentation, uploading files, saving new documents, and making sure we have everything”

– Kasey Krabler, Office Manager
Rocky Mountain Surgical Center

Results

Since implementing MedTrainer, Rocky Mountain Surgical Center has seen significant improvements in their credentialing and compliance processes.

Some of the key results include:



50% reduction
in credentialing turnaround time



Improved provider satisfaction
with the credentialing process



5x faster
recredentialing preparation



Increased visibility and transparency
for executives and leadership



60 seconds
to pull information for CMS survey



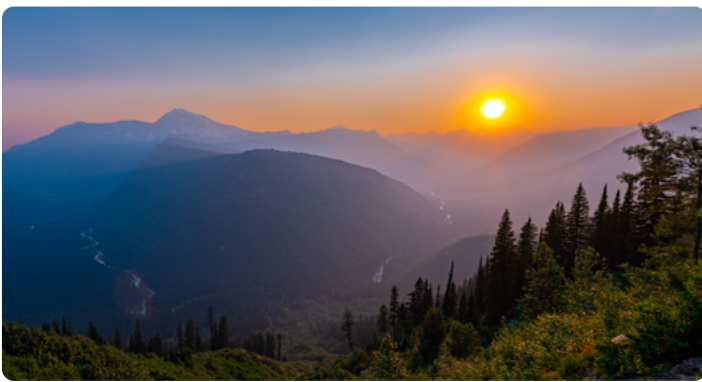
Reduced risk
of non-compliance with regulatory requirements

CASE STUDY

Impact

“Software is your friend when it is well developed and I truly believe that the MedTrainer team has put in the time and effort to make it valuable. It’s continuing to grow and I love the new features that are coming out.”

– Kasey Krabler, Office Manager
Rocky Mountain Surgical Center



PRODUCTS USED

M Learning
M Compliance
M Credentialing

MedTrainer is saving time for all staff with consistent, well-formatted email notifications that help the team know exactly what is being asked of them and know how to respond.

This has dramatically improved the operational consistency and scalability at Rocky Mountain Surgical Center.

Partnering with MedTrainer has given RMSC a scalable solution for managing credentialing and compliance, and has helped to reduce the risk of non-compliance with regulatory requirements.

55%¹
of ASCs are
Medicare-certified

With 55% of all ASCs in the U.S. being Medicare-Certified, maintaining compliance with ever-evolving regulations is crucial. MedTrainer streamlines compliance management, reduces risk and liability, and enables ASCs to confidently maintain their Medicare certification, ensuring focus on delivering exceptional patient care.

Industry Impact

21%²
growth
rate

The ASC market is projected to grow by 21% to \$55.3 billion by 2029. MedTrainer helps ASCs maintain this pace of growth with automation, standardization, and confidence in their compliance and credentialing processes.

¹ Surgical Information Systems
² Research and Markets

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.