

CASE STUDY

MedTrainer Provides Peace of Mind for HRSA Operational Site Visit

Executive Summary

Mountain Comprehensive Health Corporation is a federally qualified health center (FQHC) that provides a wide range of services from podiatry and optometry to dental and behavioral health. The center serves more than 53,000 patients annually.

MCHC by the Numbers



Founded in 1971



Located in Kentucky and Virginia



500+ employees



13 locations



80+ providers



Challenge

Managing the onboarding of 10+ new hires per month and streamlining the preparation and reporting required for HRSA on-site visits (OSV).

Solution

MedTrainer's all-in-one automation, workflows, and customizable reporting streamlines both new hire onboarding and OSV preparation.

Results

After the Mountain Comprehensive Health Corporation team successfully passed its most straightforward OSV, it resulted in significant efficiency improvements. These improvements are paving the way for the organization to expand its borders beyond Kentucky.

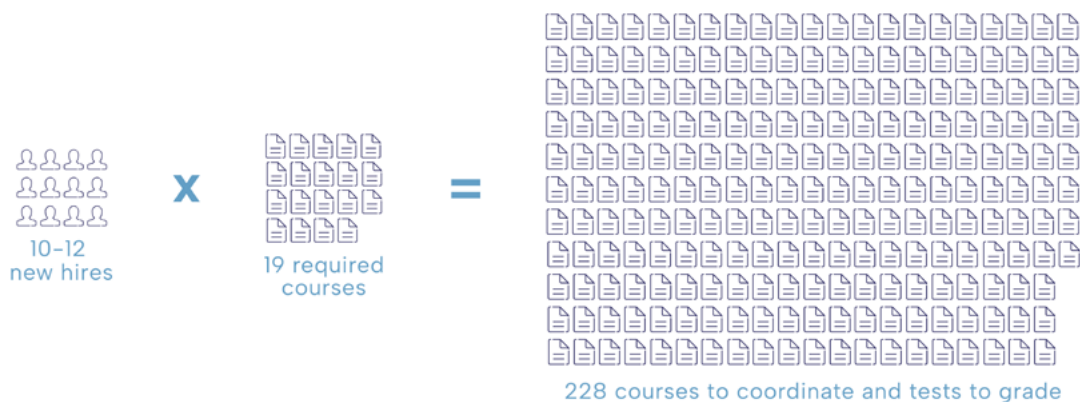


Manual Processes Slowed Growth

Challenge

As one of the largest rural community health centers in the United States, Mountain Comprehensive Health Corporation (MCHC) is constantly hiring. In fact, every two weeks it brings in five or six new hires who are required to complete 19 courses before they can step foot on the floor. Not to mention annual training for 500+ employees. MCHC couldn't rely on in-person training and paper OSHA manuals that were checked in and out.

New Hire Training Per Month



"Prior to MedTrainer we were using DVDs and paper tests. There was a TV on a cart that the team moved around the facility and the person in my role would grade every paper test," explains Kelsey Harris, OSHA Director.

During Health Resources & Services Administration (HRSA) on-site visits, the team faced a lot of manual chart reviews and HR reviews to ensure everything was in order. With another OSV looming, MCHC knew something had to change.



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MedTrainer Minimizes Paper Problems

Solution

Tammy Collett, now the MCHC Director of Nursing, learned about MedTrainer through the Kentucky Primary Care Association and quickly took advantage of the complimentary subscription provided to members. MedTrainer Learning streamlined new hire onboarding and Document & Policy Management eliminated stacks of papers and back-and-forth of signing.

"Every time we revise our policies, we put them in MedTrainer, so now everything is in there for acknowledgement," Tammy explains.

MedTrainer was the best choice for MCHC because In addition to policy management, MedTrainer Learning offered nearly 1,000 healthcare-specific courses, the ability to quickly create their own content, and online CPR training within the platform. Automated tracking and reporting offers visibility they didn't have before.

Kelsey says, "I really like the reporting for course completion — especially the 90day expiration. I can have the course sent and it can be completed before it is due."



Kentucky Primary Care Association provides MedTrainer Learning and Document & Policy Management at no cost to members using an HRSA 330 grant.



MedTrainer has tremendously improved since we implemented it in 2018. I'm completely satisfied with MedTrainer and I know that it will get better every year."

-Tammy Collett | Director of Nursing

Products Used

MLearning
MCompliance

The MedTrainer logo consists of the word "MedTrainer" in a sans-serif font. The "M" is a dark blue color, and the "edTrainer" part is a lighter blue color.

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Time To Focus on Serving the Community

Impact

After implementing MedTrainer, Mountain Comprehensive Health Corporation easily demonstrated its HRSA compliance without having to put in a lot of pre- and post-OSV work.

Tammy shares, "I really feel like when the reviewers looked at reports that we pulled from MedTrainer, they didn't even have any other questions. We didn't have to pull any charts or files or anything."

As MCHC continues to expand, the standardized and automated new hire onboarding workflows will help manage the workload so it doesn't hinder the organization's ability to serve those who need them.



"Anything that MedTrainer does to make things easier that are required for employees takes a little of that weight and burden off of our staff and we can focus more on the important things for quality care."

– Tammy Collett | Director of Nursing

Results



4.5X Faster new hire onboarding



198 Hours saved on training



77% Annual time saving with automation



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.