

CASE STUDY

How Sault Tribe Health Division Achieved 99.98% Training Compliance




Executive Summary


The Sault Tribe Health Division is a tribal health center based in Sault Ste. Marie in the Upper Peninsula of Michigan. Operating nine facilities across a seven-county area, the organization offers a wide range of services including general medicine, traditional medicine, medical case management, behavioral health, nutrition services, physical therapy, immunizations, laboratory, radiology, optical, audiology, and wellness programs. Since 2017, they have relied on MedTrainer to simplify staff training, compliance, and onboarding.

Sault Tribe Health Division By the Numbers

 9 Locations

 250+ employees

 35 providers

 Accreditation Association for Ambulatory Health Care (AAAHC), Commission of Office Laboratory Accreditation (COLA), Commission on Accreditation of Rehabilitation Facilities (CARF)



Challenge

Ensure proper training, standards, and patient care among hundreds of employees across multiple locations.

Solution

MedTrainer's all-in-one platform eliminates paper processes and provides hundreds of verified courses, brings incident reporting online, and helps to keep policies and procedures updated.

Impact

Sault Tribe Health Division has maintained a 99.98% training completion rate in their more than five years of using MedTrainer.

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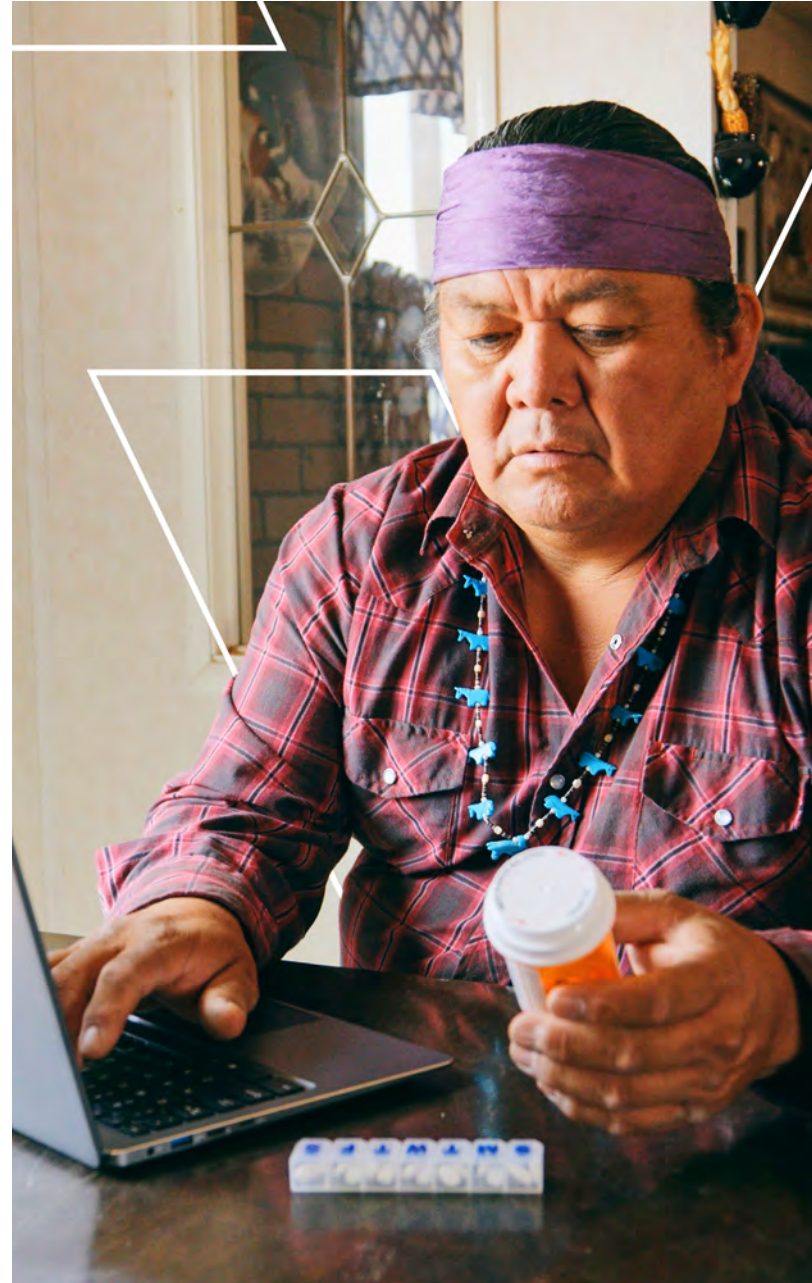
Push for Modernization

Challenge

In 2017, with staff members dispersed over a wide area, Sault Tribe Health Division struggled with managing the quality of training and tracking completed courses in accordance with federal, state, and accreditation requirements.

The primary strain arose from the organization's reliance upon paper records and complex spreadsheets for tracking who has completed their training and renewal dates. Administrators were also expected to create their own educational presentations to teach staff consistent protocols. Further, Sault Tribe Health Division kept its policies and procedures stored in binders at each clinic. This meant any updates to policies needed to be printed and manually dispersed.

They needed to modernize outdated methods and paper-based systems for compliance management and employee training.



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MedTrainer Saves Time, Helps With Accreditation

Solution

MedTrainer offered Sault Tribe Health Division an affordable solution that could streamline its training and compliance challenges.

Quality Training

Sault Tribe Health Division uses MedTrainer's vast library of courses as well as the flexibility to upload its own training. The system automatically updates due dates and sends notifications to staff and the supervisor when deadlines approach. Staff can work on their training in short segments, according to their own schedules. Some providers have a hard time setting aside a large segment of time to complete training, so having the flexibility to do it whenever they have the opportunity — and in smaller parts — has helped in meeting deadlines.



"MedTrainer was very prompt in responding to COVID-19. The company put together very good, very informative trainings, very quickly — which allowed us to get consistent, quality information out to educate our staff and answer many of their questions as the situation escalated," explained Umbrasas "We've also had our share of employees working from home during this time. As a cloud-based solution, MedTrainer allows our staff to log in anywhere, at any time. So even those working from home can access the latest and greatest resources."

Updating Policies and Procedures

Sault Tribe Health Division's previous use of paper policy binders made it difficult to guarantee that all the binders were completely up-to-date at any given time. Today, all of the tribal health center's policies and procedures are uploaded in the MedTrainer system, and all staff and administrators can access them on their dashboard. This new digital format and easy accessibility made it easy for administrators to review existing policies, determine what needed to be updated or deleted, and then disseminate to all staff.

Umbrasas commented, “We had struggled for years managing our documents on paper, across nine different sites. With everything digitized, we saw a great opportunity to revamp our policies and procedures. I was able to make changes directly within the MedTrainer system and have now updated about 90% of our policies and procedures. Sharing these changes is instantaneous, and everybody gets by-the-minute versions right in front of them.”

Streamlined Onboarding

For Sault Tribe Health Division, getting new hires up to speed on required trainings and documents had long been a time-consuming and repetitive burden on administrators. Using onboarding paths in MedTrainer Compliance, Umbrasas pre-built onboarding paths for specific positions, locations, and departments — selecting the trainings, documents, and corresponding due dates that are assigned to each new hire in these groups. This has helped Sault Tribe Health Division meet AAHC standards, which require completion of staff training and policy acknowledgement within 30 days.

Products Used

MCompliance

MLearning

When an employee is hired, she simply selects the appropriate path and MedTrainer automates the rest. Umbrasas said, “I cannot tell you how much time this tool has saved. Now that I’ve created our onboarding paths, it takes three minutes at most — and in a busy healthcare practice, every minute counts.”

Digital Incident Reporting

MedTrainer’s online incident reports allow staff to download fillable forms for any incident. Additional documentation for unique incidents can be uploaded, keeping all related and essential documentation in one convenient location. Using the sort function, administrators can quickly and efficiently analyze where improvements, changes, and further training need to happen.

Results

- Increased training completion to 99.98%
- Easily updated 90% of policies
- Improved responses to workplace accidents and incidents

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Five Years With MedTrainer, Still at 99.98% Training Compliance

Impact

The benefits of implementing MedTrainer's all-in-one compliance platform have been transformative for Sault Tribe Health Division. They have successfully boosted training compliance — from 60–70% to 99.98% — and are still sitting at that impressive number more than five years later. They have improved responses to workplace accidents and incidents, and with the ability to easily update policies and procedures, they've updated nearly 90%.

With MedTrainer, Umbrasas believes her organization is still just scratching the surface. Moving forward, she plans to slowly delegate more compliance management responsibilities to department managers and supervisors. Then they can dig deeper into MedTrainer's wealth of industry-specific training courses and resources that can help drive further transformation across the organization.

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.

“ To make any big change successful, you need to get everyone on board and comfortable with the new way of doing things. That's been one of the huge advantages of MedTrainer — it's very simple, very user friendly, and very administrator friendly. The solution was not only easy to adopt, but also continues to deliver results, year after year.

– Joanne Umbrasas | Director of Operations,
Sault Tribe Health Division