Effective Training:
An Investment You Can
Take to the Bank

Disclosure
Chanda Williams is Director of Clinical Solutions at MedNetworx.
Valerie Salmeri is Lead Analyst /Trainer at MedNetworx.
This presentation may result in financial gain for MedNetworx.

Session Agenda
• Costs to Practice w/o Training Plan
• Benefits
• Steps for Creating, Implementing and Maintaining an Effective Plan
Necessary Training

Broad spectrum of training is necessary in the practice

- HIPAA / OIG / OSHA
- Meaningful Use
- Security Training
- Clinical/Clerical

Effective Training

- HIPAA
  - Manuals
- OIG
  - Use CMS Certified Instruction Materials
- OSHA
  - In-House Speaker or Videos
  
Keep Signed Training Records on File

Effective Training

- Meaningful Use
  Baffled, Confident, or In-Between?
  Assign a Meaningful Use Officer
- Security Training and Assessments
  Necessary for both HIPAA and MU
Clinical/Clerical Training Deficiencies

- No Training Consistency
- Training for employees in workflows and requirements should be ongoing, and extend far beyond the hire date
- ASOA survey revealed fewer than 10% of respondents had a formal training program in place for existing employees

Costs to the Practice if No Formal Program in Place

- Results in High Turnover
- Top reasons employees leave
  - Disengagement and lack of feeling competent in tasks performed each day
  - Boredom – no growth/no new opportunities
  - Poor Management
- On average, a poorly trained employee will leave a company within their first year

Costs to the Practice

- Monetary Costs to replace employees — especially valued team members
  - Obvious Hiring Costs
  - Stressed out and overworked staff while you’re down 1-2 team members
    - Increased mistakes
    - Decreased patient satisfaction
**Costs to the Practice**

- High Turnover = Bad Reputation
- Monetary costs for security breach
- *Recent breach incidents have reached into the millions of dollars*
- Media Exposure

**Benefits to the Practice**

- Builds Trust for Patients
- Increases Practice Bottom Line
- Empowers Employees
- Provides Clear Cut Guidelines
- Protects Against Potential Penalties/Fines

**Steps to Implement Effective Training Program**
Determine Overall Training Points

- Include HIPAA, OSHA, MU, OIG, Security and Clerical/Clinical
- Identify which staff members should be included in each training area

Clearly Outline Your Goals

- Define ‘levels’ of training – especially in clinical and clerical departments
- Incorporate a plan that allows growth within the company
- Communicate the goals with your staff ‘early’ to set expectations – don’t surprise them with the new training program
- Include staff members in your planning phase and solicit input

Assemble Your Team

- Appoint a team in charge of creating your training materials. This team will be key in the success of your training program
- Represent each department – 1-2 members from each area. Include front desk, clinical, diagnostics and compliance for both MU and HIPAA, and Security – and a computer Guru
- Focus on Team Building. Choose members that can work well together
- Select members that not only understand, but can embrace, the changing dynamics of today’s medical practice
Assessments!!

• Determine what you want your ‘standard’ of work to be in each department

• Evaluate a clinical document for content for clinical training

Create Starting Point Training Manuals

• Tasks vs workflow processes – 2 different things
• Create documents with screenshots
• Create videos that show workflows with complete explanations of all processes
• Define materials that belong to each level of staff performance or current job description
• Create a Binder – Both Paper and Electronic

Be sure to put electronic copy in protected form with editing rights limited

Identify Current Training Needs and Opportunities in Your Practice

• Where are your weaknesses? What compliance training is needed?
• Are there current staff members with a desire, or with potential, to increase their job skills and duties?
Outline Your Training Plan

• Identify the trainers in your practice – the most experienced staff member is not necessarily the best communicator
• Make sure you’re selecting individuals whose work provides the clinic with optimum results and patient satisfaction
• Don’t put all your eggs in one training basket
  but Be Consistent!!!

Outline Your Training Plan, Con’t.

• Create a spreadsheet that can be updated as training is scheduled or implemented – recommend Excel
• List each staff member down the left side, and all training topics/areas (including levels) across the top
• Create a legend on the document indicating who the trainers are for each area
• Recommend 2-3 spreadsheets

Outline Your Training Plan, Con’t.

• Create a plan for new hires – which modules are trained at what time intervals
  • Update Employee Handbooks
Schedule and Implement Training Sessions

• Look at your clinic schedules and plan the available days/times for group training events
• One-on-one sessions
• For the clinic, distribute a copy of your ‘standards’ to staff to set expectations

Schedule and Implement, Con’t.

• Fill in the spreadsheet with the date training is scheduled
• List the trainer responsible for the staff education

Spreadsheet Example
Develop Post-Training Documents

- Post-Training Quiz
- Confirmation Documents
- Generate Feedback Documents
  – helps the trainers to improve their efficiency
- Keep your post-training documents in personnel files for reviews

Monitor Your Progress

- Monitor Accuracy
- Create an Issue Spreadsheet
- Address all Issues Immediately
- Retrain Where Necessary
- Monitoring will Eventually Decrease

Hold Bi-Weekly or Monthly Meetings

- Communication in most practices is poor at best
- Meetings give you the opportunity to discover, express, and document
- Department meetings
- Discuss issues discovered during monitoring processes
Meetings, Con’t.

- Distribute Minutes - Clearly Define your Decisions
- Update Training Manuals
  - Keep existing staff members up to date
  - New staff will learn the most up to date workflows and patterns in your office

Maintain Ongoing Training

- Refer to training grid to see when training in specific areas was last completed
- Make sure you are continually offering training and growth opportunities

Train Your Team

- Sign up on websites that offer updates on compliance, coding, documentation
- CMS offers a variety of free webinars on multiple topics
  - ASOA members have many complimentary learning opportunities available
Maintain/Update Training Manuals

- Update training materials as information becomes available
- Distribute updates to all staff – discuss changes at your meetings
- Schedule additional training sessions to cover the updates

MedNetworx Contact Information

Chanda Williams – Director of Clinical Solutions
Valerie Salmeri – Lead Analyst/Trainer
12700 Park Central Drive • Suite 800
Dallas, TX. 75251
469-854-8400
chanda.williams@mednetworx.com
valerie.salmeri@mednetworx.com