Utilizing Training to Increase the Quality & Efficiency of Patient Care

Who we train

- MAs
- CNAs
- Office Assistants
- RNs
- Students
- Research Assistants
- Lab Processors
- Phlebotomists
- Receptionists

- Scheduling
- Providers (MD,DO,PA,NP)
- Patient advocates
- Hospitalists
- Help Desk
- Clinical Supervisors

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Who we collaborate with to help solve issues

- All Clinical Staff
- Billing departments
- Scheduling department
- Patient accounts
- Insurance department
- Medical Records
- Clinical Supervisors

- Help Desk
- IT
- Human Resources
- Lab
- Providers
- Pop Health
- Patient experience

Training then and now...

- New hire trainings previously consisted of only 4 – 6 hours of training.

- The training staff previously only had the ability to train 1 person at a time.

- Previously, the training staff was also the 'help desk staff' thus creating a bottleneck for support since trainers would have to respond to requests after trainings were completed.

- Previously, the training staff would only spend 2 hours in the lab.

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Training Processes

All Staff receive the following training during their "2-Week Onboarding":

- Day 1: How to submit "help desk" tickets, how to use URTC, setting up NextGen preferences, NextGen navigation, 'inbox tasking', and telephone communication template.
- Day 2: Ordering and cancelling labs, Patient Portal, Medication Module, future orders, COVID process, and VFC.
- Day 3: Intake process, Superbill, Hospital Billing, and POC training.
- Day 4: EPM Training (and shadow a receptionist) and 'One-on-one' specialty training.
- Day 5: Policies & Procedures and compliance training.
- Day 6: Evaluate and passed-off on 'clinical skills', Spirometry & EKG education,
- Day 7: Document Library, procedures, patient education, referral process, diagnostic studies, office services, pathology, mammograms, immunizations, and Medicare Wellness (when applicable).
- Day 8: Specialty-specific training
- Day 9: Complete training review
- Day 10: Time in lab

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Training Team Goals

- Helping to maintain clinic profitability by eliminating the billing errors caused by mistakes in NextGen documentation and workflow errors.

- Making sure that each participant leaves with confidence and the ability to perform their job effectively from patient documentation to clinical skills.

- Making certain that the clinic can maintain required compliance with software upgrades/updates and training all staff accordingly.

- Converting all training workflow methodologies to a written and video format that is easily 'shareable' and 'accessible' by all clinical staff

What has training done for me?

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Questions and comments?