

COMPETENCY MANAGEMENT SKILLS

Digital tools to assess and expand staff competency

Gain more visibility into staff readiness with a digital solution that simplifies skill acquisition, evaluation, and documentation.

www.medbridge.com/skills

The screenshot displays the Medbridge Skills Management interface. At the top, it shows 'Program Settings' for 'Hospice RN', indicating 1 checklist with 3 skills, created by Jane Cooper and assigned by Wade Warren, with a due date of January 1, 2025. The progress is 2/3 skills, and there is a 'Start Next Item' button. Below this is a 'Checklist' for 'Medication Administration Techniques' (3 skills), a 'Self-Assessment Survey', and 'Suppositories' (REQUIRED) skill. A sidebar on the right offers options to 'Select the type of content to add', including 'Create a Skill', 'Medbridge' (Course, Compliance, Microlearning, Self-Learning), and 'Create' (Text & Links, Files & Docs, SCORM Course, Quiz, Attestation, Survey). A 'Suppositories' skill card is highlighted, showing its status as 'Completed' and a list of actions: Jane Cooper changed the Review Status from Remediation Needed to Completed; Jane Cooper changed the Evaluation Method from Demonstration to Observation; Jane Cooper commented an Evaluation Note with status Needs Remediation; and Wade Warren updated the Self Assessment to Experience. At the bottom, another skill card for 'Insulin administration, site rotation' (REQUIRED) is visible.



Clinical Quality Assurance: Strategies to Supercharge Your QA Program

03/25/2025

Introductions



Aubree Colorito

PT, DPT, MBA

Client Executive,
Enterprise Accounts at
Medbridge



William Dieter

PT, DPT, GCS, FSOAE

Senior Clinical Director
with FOX Rehabilitation



Erin Propst

OTD, OTR/L, BCG,
LSVT, CDP

Clinical Specialist with
FOX Rehabilitation



Holly Thorman

LVN, COS-C, WCN-C

Director of Clinical
Education at AngMar

Joining Us Today

FOX Rehab

- Private practice treating older adults within senior living and private residences across 36 states and counting
- Services include physical, occupational, and speech therapy via Geriatric House Calls
- Care is provided in residences and senior living

AngMar

- Medicare-certified home health agency providing quality home health care services across 11 states
- Services include skilled nursing care, restorative therapy, and medical social services
- Care is provided in patients' homes or wherever they may reside, including assisted living facilities and retirement communities

Poll Question (Agree or Disagree):

**Your Quality Assurance team
has a strong voice when it
comes to education initiatives.**

Driving Quality Care

Quality Team

Change agents driving company goals in a collaborative way



Industry Trends

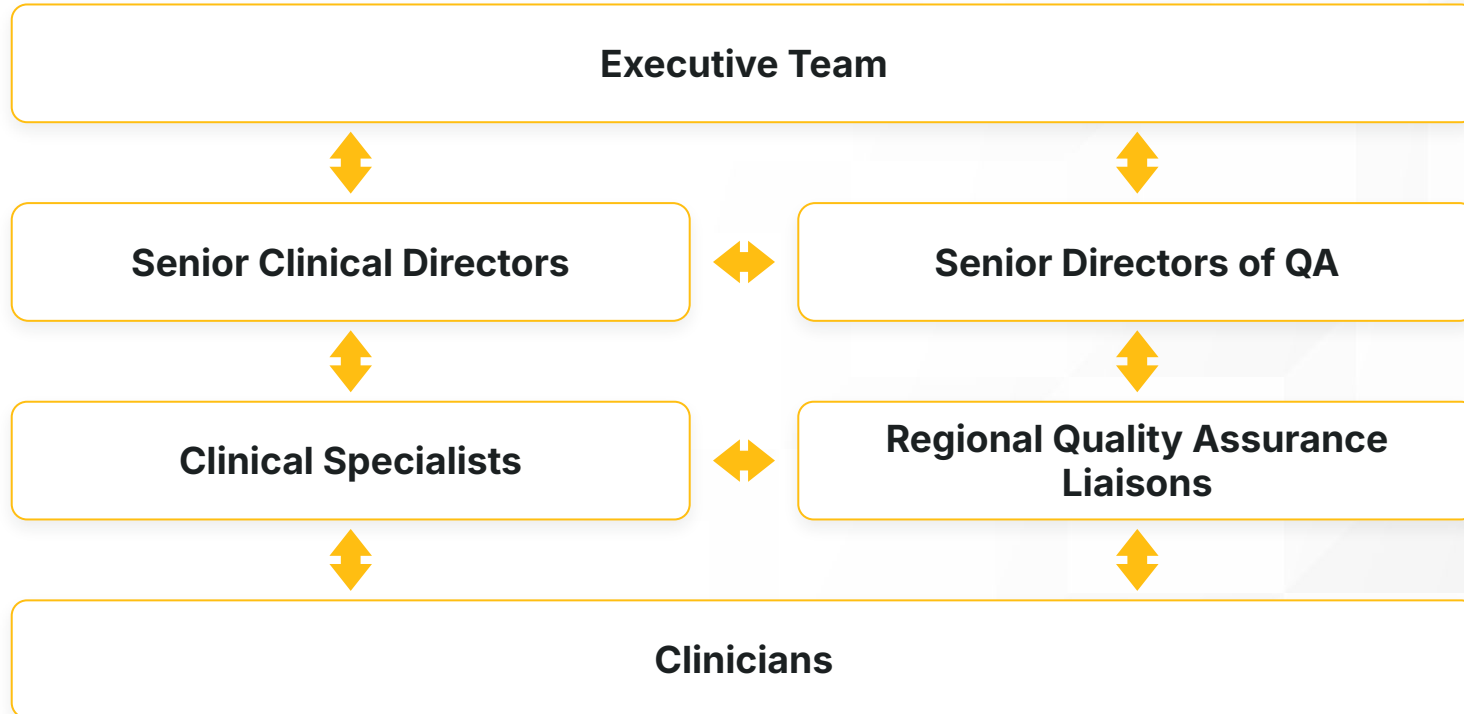
Leadership

Patients

Clinicians

Structure of QA Teams

Fox Rehab: Structure



AngMar: Structure

The Clinical Education Team plays a vital role in ensuring that home health clinicians are well equipped with the knowledge, skills, and resources they need to provide exceptional patient care. Our mission is to support continuous learning, drive clinical excellence, and enhance patient outcomes through structured education, mentorship, and real-time communication.

Includes

- Directors of Clinical Education
- Clinical Education Team
- CCS Team
- WCS Team

Poll Question (Agree or Disagree):

**Your Quality Assurance team
is bringing clinician feedback
back to leadership.**

Panel Discussion: Project Execution

Start With the End in Mind



**Foster Open
Communication**



**Build
Consensus**



**Enact
Change**



**Close
the Loop**

Foster Open Communication

1. Team structure matters
2. Create leaders at all levels and empower people
3. Create formal and informal opportunities for open dialogue
4. Enact change based on feedback, or close the loop



Build Consensus

1. Create a stepwise approach that marries company vision with clinician feedback
2. Use data-driven insights to inform decision-making
3. Keep the lines of communication open



Enact Change

1. Begin with the end in mind
2. Be thorough and thoughtful in your training approach
3. Understand people's reality and meet them where they are
4. Less is more
5. Review, refine, and redefine programs



Close the Loop

1. Celebrate the wins at all levels
2. Provide transparency around outcomes and opportunities
3. A story is worth a thousand words



Medbridge in Action

- ✓ Strategize, strategize, strategize
- ✓ Harness the power of standardization
- ✓ Don't be afraid to change
- ✓ Be intentional and measured

Assign New Knowledge Track

Manual Automatic

Assign All Filter

NAME	ON-LEAVE STATUS	DISCIPLINE	CLINIC	SUBSCRIPTION
<input type="checkbox"/> John Brown	Active	Speech-Language Pathologist	Eastside Clinic	
		Physical Therapist	Eastside Clinic	
		Other	Eastside Clinic	Pro
		Physical Therapist	Westside Clinic	Education Essentials
		Certified Athletic Trainer	Eastside Clinic	Education Essentials
		Other	Eastside Clinic	Pro
		Other	Westside Clinic	Pro

medbridge

Dear [FIRST NAME]

There are Knowledge Track(s) that require your attention. Please log in to Medbridge to view your tracks.

[View Knowledge Tracks](#)

Due Date: 10/20/24

Poll Question:

**Would you like to learn
more about Medbridge's
Educate platform?**



Questions?

Thank You

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