

# Skills & Competency Management

How organizations are partnering with MedBridge to deliver onboarding and annual competency evaluation and training

## Introduction

MedBridge's Skills & Competency Manager combines a digital skills assessment checklist with short skills training videos and a powerful reporting and analytics dashboard to streamline onboarding and annual competencies training, provide evidence-based mobile-first skills training, and make documentation and tracking simpler.

We met with representatives from several organizations using Skills & Competencies Manager to onboard and train clinical staff. Here, we offer their insights and findings along with strategies for using this powerful tool.

## Key Findings

- 1. Improved Onboarding Visibility and Optimization:** Migrating from a pen-and-paper skill assessment system to technology has driven improved visibility and optimization of the entire onboarding process, saving organizations significant time and money.
- 2. Reduced Risk of Penalty or POC Costs:** Improved organization and easy online accessibility of skills checklists and training documentation allows organizations to quickly and accurately generate requested employee information during Survey.
- 3. More Accurate Financial Forecasting:** Robust reporting allows for not only onboarding competency tracking and training, but also data benchmarking for financial forecasting and annual competency assessments.

## ATTENDEES

Interim Healthcare of the Upstate  
Graham Healthcare Group  
Optimal Health Care  
AngMar Medical Holdings  
BAYADA  
Good Shepherd Hospice  
Sangre de Cristo Community Care



**\$1,000**

Getting new clinicians up and running faster saves as much as \$1,000 per day per clinician.

## Features Our Clients Love

### **MedBridge is an onboarding “one stop shop.”**

Skills assessment, training, and documentation are combined into a single all-in-one solution. The administrative burden of onboarding is decreased, and clinician-level reporting across skills helps strengthen annual competency documentation.

### **Moving onboarding and skills training online allows for better transparency.**

Moving onboarding and skills training to a more streamlined format online allows new hires to more easily understand the onboarding process and their organization's expectations. At the same time, preceptors have the insight they need to better prioritize high-value training initiatives. Administrators can now benchmark and track time to productivity and other key metrics, and surveyors appreciate the ease of access and organization of documentation.

### **Onboarding is less overwhelming for new clinicians—without compromising quality and compliance standards.**

By organizing the data from competency checklists effectively, organizations are able to identify the most critical skills for their patient population and then prioritize clinician mastery of those skills. New clinicians can refer back to their checklists to reinforce processes, which is especially critical for those transitioning into home care from other settings, boosting both competency and confidence. The move to technology from a pen and paper system has been easier than expected for all involved.

## What Our Clients Are Saying

“Last week, our ACHC surveyor reviewed the work we have been doing with MedBridge education and Skills and Competency Manager. She was so impressed and literally said that this is the greatest thing she's ever seen. Our surveyor told us she has had to penalize many organizations that were lacking documentation, had incomplete checklists, or were missing a lot of the core skills that nurses and clinicians were using in the field. Having all this documentation in one easy place is ideal for not only our state survey, but our accreditation survey as well. We came through with flying colors and I cannot thank MedBridge enough for their support.”

— **Megan Gagliano, Director of Regulatory and Quality Assurance**  
**Graham Healthcare Group**

“Many of our new home health nurses are coming from an inpatient facility and need to brush up on certain skills that they are less confident with, having used them less in another setting. The videos that go with those skills really reduce the time spent doing skills competencies because the nurse can come in and truly demonstrate the skill because they are prepared to do it and move forward. That preparation is saving us a lot of time and making the process go a lot easier than it has before. We even see staff that have gone back to the skills videos for self-study to reinforce those skills. They're a great resource that every home health and hospice agency would benefit from.”

— **Shandon Davis, Director of Quality**  
**Interim HealthCare of the Upstate**