squarecare

SUCCESS STORY

Industry
Healthcare

Compliance Domains
- HIPAA
- OSHA
- Information Security
- HR Compliance

Key Requirements
- Have employees be compliant to OSHA, HIPAA
- Follow compliance protocols
- Provide interactive and engaging training
- Standardize Policy Attestations

Solutions Availed
- Learning Management System
- Trainings - HIPAA, OSHA, InfoSec
- Customized Training Development
- eLearning + mLearning
- Policy Attestations

Square Care is a primary care supergroup with a women's health focus and a growing complementary IPA of highly qualified like-minded physicians. It champions practice autonomy, exceptional patient care, and extraordinary physician value creation.

Square Care physician partners enjoy the benefits of being part of a large network (shared profits, patient referrals, etc.), while maintaining as much practice independence as possible.

Situation

Square Care Medical Group (SCMG) is primary care supergroup with 13 managed care partners and 450+ employees and is growing as more practices join hands. With a centralized compliance department for all their locations, SCMG needed more sophisticated tools to manage HIPAA, OSHA and other compliance training. SCMG needed a centralized place to manage all their policies and have then attested by the employees.

Having several primary care locations across Long Island (NY), SCMG needed a cloud solution that could take care of compliance from the central office for all locations, and would be scalable to help other groups that joined SCMG. It was important to maintain same level of compliance adherence for all team members and all locations seamlessly.

Key Challenges

Stephanie Tam, Manager QA and Compliance, at SCMG started looking for a solution that would allow her to assign several trainings from a central location and that could be customized to match each practice needs. Moreover the trainings have to be interactive so employees would want to do it. She identified these key challenges:

- A central location to provide compliance trainings to all locations and employees
- A place to store and distribute policies and have employees attest them
- Auto schedule trainings and policies, auto-remind employees to stay in compliance
- Add new custom training courses to match each practice needs

Solution

After looking at several demos, SCMG found emPower's solution to be most robust, cost-effective and scalable.

emPower helped Stephanie onboard all employees and within one hour of creating the customized portal, trainings and policies were assigned to all employees. SCMG started using these features immediately -

- HIPAA and OSHA Trainings
- Added new Policies and assigned to employees for attestation
- Added existing training materials
- Create auto-reminder system to ensure all employees were in compliance and stayed compliant

All 450+ employees could now access the training and policies 24x7 from any device or location. This made keeping track of compliance and regulation super easy and reliable.

Stephanie could now easily track compliance and policy completions. She could also add new trainings and policies as and when needed.

Result

90% employees HIPAA and OSHA compliant within 4 months of implementation

91% employees completed attestations for mission critical policies Several customized courses added to match individual practice needs 60+ hrs for onboarding efforts for each new employee now automated

Risk factor reduced from 25% to <2%

Key Figures

- 450+ Users onboarded within 48 hours
- 90% Compliant on HIPAA, OSHA
- 91% Attested key policies
- Breach probability reduced from 25% to <2.0% in 12 weeks

> *Quality Assurance and Compliance management depends heavily on how effective your training and implementation programs are. Having tried multiple methods and tools, I can safely say that emPower online training and policy management platform just works for our team. And their ability to add custom content is a big plus for us.*

~ Stephanie Tam
Manager, Quality Assurance and Compliance