

BRADFORD HEALTH SERVICES

SUCCESS STORY



Industry

Healthcare



Compliance Domains

- HIPAA
- OSHA
- The Joint Commission
- Information Security
- HR Compliance



Key Requirements

- Multi-location compliance management
- Interactive and engaging training
- Automated reminders and reports
- Standardize policy attestations
- User specific course allocations



Solutions Deployed

- Learning Management System
- 5 course catalogs
- Customized Training Development
- eLearning + mLearning
- Policy Attestations

Bradford Health Services offers specially designed chemical dependency treatment programs for treating alcoholism and drug addiction since over 30 years. Bradford provides treatment and a continuum of care with 27 centers and 4 support locations across 6 states.

Their addiction treatment programs include various inpatient and outpatient services that are designed to meet the needs of patients and their caregivers. Bradford Health Services' ultimate goal is to help patients and their families discover a healthy and fulfilling life.

Situation

As with all healthcare organizations, compliance training is crucial for Bradford Health Services. Bradford is Joint Commission accredited, and so it needed to keep its employees updated on Joint Commission Accredited Healthcare Organization (JCAHO, or TJC) guidelines.

Historically, Bradford Health Services conducted its staff training offline through a classroom setup, but with their growth and expansion to 31 different locations spread across 6 states, training and data management became a tedious task.

Bradford wanted a Learning Management System (LMS) that could bring its compliance efforts into the twenty-first century. The management team required a system that allowed them to provide employees with better access to the training material, and that training and policy management for 31 locations from the corporate office. Additionally, they needed an LMS that allowed them to upload their own courses and policies.

Key Challenges

Bradford team realized that discrepancies in compliance training and policy attestations made internal audits an exhaustive task and adversely affected their compliance efforts. They identified the following challenges that the desired solution should be able to provide:

- 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
- Automated reports for administrators and group supervisors to stay on top of compliance status of their teams
- Add new custom training courses to match compliance requirements for all locations independently as well as across the board

Solution

After thorough evaluation, Bradford found emPower's solution to be the most user friendly, cost-effective and scalable. emPower provided Bradford Health Services with an all-access LMS for employee compliance training. Additionally, the LMS provided Bradford with the freedom to develop and upload its own courses and policies.

Another key feature of the emPower LMS allowed Bradford to assign different levels of administrative access to its management team. This allowed individual centers to manage their training requirements independently, while still reporting to the corporate office.

The biggest advantage that the solution offered was its ease of use. Bradford employees got automated reminders to complete their individual compliance training and policies in time.

Administrators got regular mission-critical compliance summary reports for all locations and could take direct action from their dashboard to ensure that their compliance requirements were met.

All compliance related activities were tracked and recorded on 1 centralized eLearning platform ensuring that the organization is "in compliance" always.

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

- 1100+ Users onboarded within 48 hours
- 0 Breaches reported in 5 years
- 31 Locations managed on 1 cloud solution
- 200+ Courses taken every year
- 100+ Policies attested every year



Most efficient and easy way to deliver and track compliance training and policies. emPower's automated reminders and actionable reports help us maintain top compliance standards across all locations.

~ Margo Hayes

Interim HR Director