

RUNNING AN EFFICIENT, VIRTUAL CCC MEETING AT A NEW PROGRAM

Berkshire Medical Center
Case Study

{ medtrics }

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Medtrics Client Since
2018

Before Medtrics:

CCC Meetings were a tedious process of shuffling through piles of paper.

After Medtrics:

Streamlined Workflows & Visual dashboards to promote discussion.

Simple & Smart

Less hurdles to get data submitted, most users don't even need to login

Visual dashboards create productive meetings with less time spent

Automatic distribution of evaluations based on schedules and rules to fit every need.

Access from any device anywhere, any time with 100% of features on mobile

Suzette began work as a Surgical Residency Program Coordinator at Berkshire Medical Center in Massachusetts. As a new coordinator, she had to learn her tasks quickly. While she was adjusting to this learning curve, the COVID Pandemic hit, turning her plans awry.

THE CHALLENGE

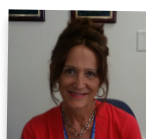
Learning a new RMS as a New Program Coordinator in Uncharted Territory

Suzette took over the role of another program coordinator who had been at Berkshire Health Systems for over 25 years. Left with relics of paper-reporting and a poorly managed legacy software infrastructure, Suzette was faced with the challenge of replacing the program's legacy software and paper-reporting with Medtrics. As COVID began, she also needed to consider how to manage everything virtually.

"Things changed so fast, we all had to get used to doing things in a new way, that was a good opportunity to explore more of Medtrics,"

Although the task was daunting, Suzette was in a similar place as her peers. The majority of program coordinators are new to the position, with less than five years of experience.¹ With a lack of resources & infrastructure, Suzette did the best thing someone could do in her situation; she reached out to Medtrics. Using our chat feature, she quickly scheduled a one on one training just for her. Medtrics provided this at no additional cost to the program.

"The Medtrics team was amazing! They trained me virtually step by step and made sure I understood their system and how best to use it."



Suzette Naylor
Program Coordinator

¹<https://journals.stfm.org/familymedicine/2018/october/ofei-dodoo-2017-0394/>

THE SOLUTION

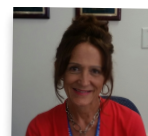
Work with the Medtrics team to find a workflow for virtual CCC Meetings

Before using Medtrics, the General Surgery program at Berkshire Medical Center relied on paper evaluations, emailing PDF's, and filling excel sheets to run its residency.

The program had begun using Medtrics to improve its evaluation completion percentages and collect more actionable data with a more efficient method. The Medtrics team provided Suzette with an intuitive overview of how to complete the following tasks.

- Quickly generating and sharing forms for evaluations
- Linking relevant evaluations to rotations
- Transitioning unique scales & evaluation templates from paper to Medtrics

"The ability to send out concise reports to the CCC members prior to the meeting was vital, it gave them an idea of what the meeting was about before logging onto the call."



Suzette Naylor
Program Coordinator

THE RESULTS

A Completely Paperless & Efficient Remote CCC meeting

The program now has an efficient workflow for collecting and sharing all the data it needs. The Clinical Competency Committee uses Medtrics to efficiently review and process this data all from the comfort of their home.

Suzette can now provide a concise summary of each resident's performance to each of the CCC members before each virtual meeting. With Medtrics, the program can now:

- Host CCC meetings almost 100 percent virtually
- Link evaluations to ACGME reporting milestones & rotations
- Provide insights on residents & faculty with Visual Dashboards
- Develop detailed work hour reports for streamlined scheduling
- Track academic & clinical attendance

LOOKING TO REVAMP THE EVALUATIONS FOR YOUR RESIDENCY OR FELLOWSHIP PROGRAM?

Schedule a call with a member of our team to learn more about the Medtrics platform and our process

calendly.com/medtrics-lab



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