

## Provider Training

**Date:** 3/11/10**Event id:** DMAP-O5A 1.1**Version:** 1.0

### Executive benefits summary of the initiative

This transformation project focused on providing electronic training to the billing staff of health care providers who serve Oregon Health Plan clients rather than in-person classroom training. This initiative changed training delivery to electronic mediums, such as NetLink, Webinar, video conferences (VCON), Web-based self-tutorials, and telephone conferences. It also changed the way training materials are created and reproduced by using CDs rather than hard-copy books.

### Redeployment Plan

In line with DMAP's redeployment plan under customer service to enhance provider training, the savings in travel time allows DMAP to redeploy the savings in the following ways:

- Maintain an annual Webinar software license for continued distance learning (approximately \$700),
- Initial, one-time purchase of twenty training laptops for workshop-style, hands-on provider training (approximately \$1,800 per laptop, \$36,000 total cost).<sup>1</sup> Savings from the first thirteen months of the initiative will cover this investment.
- DMAP is currently in the process of determining where the greatest need is and will redeploy annual savings after the initial investment accordingly.

### Improvement summary (*This initiative did not require the structure of formal LEAN events*)

Before the development of the new MMIS, DMAP's provider trainer scheduled basic training sessions traveling to approximately six locations throughout the state. In addition to these, the trainer was also responsible for developing all other provider training as needed (i.e. policy changes, new providers, ad hoc training). This involved finding training rooms, time spent traveling, and per diem for travel. Training was put on hold during the development of the new MMIS, so the benchmark is based on prior practice of several years ago. DMAP is assuming a combination of electronic training and limited classroom training centralized in Salem will replace most in-person training sessions.

---

<sup>1</sup> DMAP's MMIS vendor, EDS, uses laptops for hands-on training, which has proven to be a valuable tool. EDS provided laptops and trainers only for the initial trainings. DMAP will not have access to EDS laptops or trainers beginning in 2010 and will need to purchase laptops to continue this training method. Real hands-on experience of successfully billing in the classroom is experience the providers can take back to their offices.

Once DMAP purchases the licenses and trains staff, Webinar training can begin immediately. Over a 12-month period (January 2008-December 2008), each of the two provider trainers has provided multiple one-on-one teleconference and VCON training sessions tailored to specific providers and their needs. *There is currently one permanent provider trainer; the second trainer was a one-year limited duration position that ended October 16, 2009.*

### **Benefit/outcome description**

**Cost Savings:** For a one-year period with two trainers, the baseline cost was \$66,048. Ongoing savings, however, is based on having one trainer. Therefore, this initiative has an ongoing yearly travel cost savings of \$33,024. As noted above the investment cost will absorb the savings for the period May 1, 2009 to July 1, 2010 and the savings for the period will be \$33,024 for the period July 1, 2010 to June 1, 2011 and each twelve months thereafter. The savings result from the time for staff to travel to training locations throughout the state, vehicle rental and fuel, and per diem costs for both lodging and meals. The time it takes providers to receive the training has not changed, and provider travel time previously was minimal since staff traveled to areas close to providers. The time to develop training materials is the same, but DMAP benefits because it is able to provide training to more providers at once.

**People:** This initiative makes training more efficient for providers because they can have more scheduling flexibility through various electronic deliveries. Distance learning also adds value as more providers can be trained at once because of the ability to include providers from multiple locations into a teleconference or videoconference meeting.

### **Logic Description**

The savings of \$33,024 per year comes from not sending a trainer out for 96 times per year and the attendant costs for facility rentals, travel time and costs. The details are in the attached spread sheet.

### **Sustainability Plan/Ongoing Metrics (June 2009 through May 2010)**

The Initiative Leader will have regular contact with the Initiative Sponsor to ensure sustainability of the change to make provider training available by various electronic means (e.g. NetLinks, Webinars, etc.). The Initiative Leader will also be responsible for ongoing reporting of monthly savings to DMAP's Project Manager.