

# ContinuTrac™

MEDICAL



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## Benefits of Educational Tracking with the ContinuTrac™ Medical System

### Executive Summary

ContinuTrac Medical (CTM) will allow you to fulfill Joint Commission and administrative reporting requirements with ease.

CTM keeps staff training documented. Whether the person is an employee, contractor or volunteer, CTM enables you to maintain complete records with minimal burden. The details are kept securely, without requiring your computer personnel to install, maintain, develop or administer it. No software is placed on your systems, which keeps the price to a minimum. Less cost and resources required means less time for approvals is needed to bring comprehensive training tracking to your organization.

CTM was written for hospitals to easily manage their educational program. The earliest versions were designed, developed and tested over a period of several years at one of America's top 100 hospitals. The best staff and clinical educators played a key role in the design of CTM, making it a comprehensive application that minimizes data entry challenges and manual intervention.

As a manager, you can easily track the progress of your entire department by using the audit reports or email notifications of when your staff needs to have additional training. If you are an administrator, you can track credentials across multiple departments.

CTM offers powerful reporting tools to help your staff track their education credentials while allowing department heads and your facility to prepare for JCAHO reviews/audits.

When CTM is implemented in your organization, the screens show your organization's name and logo to provide a consistent look to make employees comfortable using it. A custom domain address is also an option to make finding the system easier. An example is: <http://mem.continutrac.com/>. This is one of many features that make ContinuTrac unique.

Custom design, development and database conversion is also available. CTM has a one time setup fee and then a monthly license fee based on your organization's personnel numbers.

Please contact us for more information on pricing.

**With unannounced JCAHO surveys beginning in 2005-2006, and with technology and eLearning becoming solutions to an organization's educational and training needs, CTM simplifies the process.**

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## TRACK TRAINING ATTENDANCE

Continuing education is essential to effective health care, and ContinuTrac Medical (CTM) provides the means to document and manage training. CTM enables you to keep records complete and timely. Joint Commission (JCAHO) and other administrative reviews seek to confirm that your staff is current with the latest protocols and techniques to produce successful patient outcomes. Education is one of the key components in staffing effectiveness performance measures. CTM allows you to easily view the training progress of your staff.



Now more than ever hospitals need to be in a constant state of readiness for JCAHO surveys. With unannounced surveys beginning in 2005-2006, organizations can no longer wait until a month or two before a survey to begin.

"The new accreditation process, dubbed 'Shared Visions - New Pathways', creates the expectation that each accredited organization be in compliance with 100 percent of the Joint Commission's standards 100 percent of the time", said Dennis S. O'Leary, M.D., president, JCAHO during the March 28, 2003 session of the Board of Commissioners. Focus issues commonly addressed during random unannounced JCAHO surveys include review of medical staff credential files, staff competency, staff education and training, environment of care issues, staff interviews, documentation review, medication management and physical inspection.

One of the benefits of CTM is that it not only documents the improved quality of care that results from a staff that is up to date with their education, but keeps you continually prepared to show the effort placed into creating staff effectiveness. As a manager, you can easily track the progress of your entire department by using the audit reports or email notifications of when your staff needs to have additional training. If you are an administrator, you can track credentials across multiple departments. CTM supplements a surveyor's review of personnel files to address staff education and training issues.

"Shared Visions-New Pathways provides strong incentives for organizations to provide safe, high-quality care at all times; such organizations should be prepared for a JCAHO survey at any time", said Bernard L. Hengesbaugh, Chairman and Public Member, Joint Commission Board of Commissioners at the March 28 Board of Commissioners session. "Being ready for a thorough survey at any time is a logical extension of the accredited organization's commitment to continuous improvement."

## TRACK STAFF PROGRESS AND COMPETENCIES



Among the JCAHO key survey focus areas is staff competency, and staff education and training. Documents frequently requested by the surveyor must evidence solid plans relating to specific competencies as well as staff progress toward those outcomes. ContinuTrac Medical (CTM) enables you to create plans using course listings, and match those plans to employees and departments. This provides clear connections among staff, their work function, and the training necessary to remain current and effective.

CTM allows personnel to be assigned a job code, which can be linked with required certifications. Each employee can belong to a department. By organizing courses to relate to job codes and departments, CTM makes it possible to quickly add requirements to groups of individuals, and for past training that relates to the certification to be recognized.

Should a nurse, for example, change specialty and work in another department, what training is required becomes immediately apparent when he or she is added to the new department. If some training from the past position was also required for the new one, CTM shows the training to

already be completed.

The classes that build toward competency within a given job code can be any training. Classes can be learning experiences that assist staff in maintaining licensure, certification and encouraging career growth. It can include CEUs, conferences and lectures, grand rounds, Lunch and Learn and non-credit programs, as well as tuition reimbursed courses that are taught outside the facility.

Ultimately, investing in the education of staff, physicians and local residents, and giving them the tools they need to make optimum healthcare and medical decisions, allows all to benefit - the hospital, our community and most importantly, the patients. CTM provides a means to keep that investment advancing to full realization.

## KEEP YOUR STAFF TRAINED AND DOCUMENTED

"Specialization is a feature of every complex organization, be it social or natural, a school system, garden, book, or mammalian body", said Catharine R. Stimpson, U.S. scholar and educator in the Chronicle of Higher Education in 1992. No where does specialization converge more so than in the wide range of training required to support the diverse specialties in a hospital. Even at a moderate sized facility, the combinations of training needs are substantial. ContinuTrac Medical (CTM) provides a structure organized to deliver a solid way to cross this morass of detail.



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The years of development and use have proven the effectiveness of the class and course structure that CTM uses. A class represents a meeting, not just formal curriculum. For instance, a staff meeting can be considered a class. Classes may also include learning opportunities beyond what is taught with formal training, such as:

- CEUs and more
- Conferences and lectures
- Grand Rounds
- Lunch and Learn
- Non-credit programs

Courses are groups of classes. Courses establish a group of classes that are related to training needed to achieve a specific capability or result. Courses include all work essential to assist its staff in maintaining licensure, certification and encouraging career growth. Organizing classes into courses helps direct staff along the path to achieving the outcome desired, and monitoring their progress toward it.

"I was spending many days setting up classes and entering data. Now it only takes part of a day. The screens are simple and common sense. Courses and classes are easy to set up", said Denise Morrow, Education Office Coordinator at Memorial Hospital in Chattanooga, TN.

The class and course relationship provides substantial benefits over substantial, undifferentiated lists of classes. When used in conjunction with job codes and department structures, staff can define and successfully take a clear course to improved performance and capability, and do so in a way that future employees in similar jobs can follow.



## COMPLETE EDUCATION REPORTING FOR ADMINISTRATORS



ContinuTrac Medical (CTM) allows department heads and administrators to view most information they want through a web browser. To share that information with people who need to know, but who don't have access to the system, CTM provides a comprehensive set of reports. The reports may be printed, or an Adobe PDF created so that the information can e-mailed. Recently, CTM started allowing users to save any report to Excel or Word

format.

Sample reports include:

- Attendance by course

Track staff attendance in all classes that make up the course of study for a particular competency. Use this report to take advantage of the course and class relationship to show the steps that have been taken, or have yet to be completed. The detail documents continuing education plans of actions, and their fulfillment - important proof of competency development needed for certification.

- Attendance by class

Recognize who has completed a particular training session, regardless of their department in the organization, or when they did it as part of a particular course of study.

- Classes Attended by Individual

Provide a comprehensive list of training for each staff member to add to their personnel file. The report may be used as part of a performance review, or simply to provide documentation of competency maintenance for JCAHO purposes.

- Department activity summary

Review how effectively individual managers are fulfilling the educational objectives for their areas.

- Department summary by class

Analyze the classes required of each to achieve the desired performance outcomes, and document the structure.

### CONTACT US

Should you have any additional questions, please contact us. We welcome the opportunity to serve your educational tracking needs with the ContinuTrac Medical system.

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