MedBridge Reduces the Cost of Onboarding at Interim HealthCare of the Upstate by 17.9%

Client Challenge

Interim HealthCare of the Upstate is a community-focused health organization founded in 1979 and offering a full continuum of home health, personal care, and hospice services to South Carolina.

Over the years, Interim has continued to grow and expand, and recently began to experience an even greater uptick in client demand. In response, the organization needed an onboarding program that could easily scale training, improve staff satisfaction and retention, boost clinical competency, and reduce time to productivity for new full-time nursing hires.

Interim had previously used a combination of online and live classroom instruction, but realized that a classroom-based model was no longer sustainable as the organization grew. Instead, Interim leadership decided to implement a fully online system that could standardize high-quality training and track progress to improve performance.

MedBridge Solution

To improve its onboarding process, Interim turned to the MedBridge Skills and Competency Manager, an end-to-end solution for home health and hospice onboarding and training integrated with the MedBridge Learning Management System. By doing so, Interim has been able to implement an online onboarding program that seamlessly combines content produced by both Interim and MedBridge.

This new onboarding program has allowed Interim to:

- **Standardize and scale training** across the organization with the Learning Management System.

- **Prioritize hands-on training and track skill competency** with the MedBridge Skills Checklist, an online clinical skill self-assessment for new nursing hires.

- **Reduce preceptor time** with a documentation and reporting dashboard that allows administrators to assign preceptors to new clinicians and allows preceptors to review clinician self-assessments and document training.

- **Track staff satisfaction** with a survey for new hires in home health and hospice.

Interim HEALTHCARE®

Founded in 1979
Headquarters in Greenville, SC
MedBridge partner since 2021
upstatesc.interimhealthcare.com

$600K
total projected annual savings

7 days
reduced onboarding time

100%
staff satisfaction

Results

Since partnering with MedBridge, Interim has seen:

Significant Cost Savings

Interim's new onboarding program has helped the organization **reduce onboarding expenses by 11.5 percent** for home health nurses ($7,000 in savings per nurse, based on an 8.7-week onboarding program) and by **17.9 percent for hospice nurses** ($7,000 in savings per nurse, based on a 5.6-week onboarding program). Altogether, this results in a total projected savings of **$600,000 in annual operating costs.**

Reduced Onboarding Time

Interim has been able to **reduce onboarding time by seven days for home health and hospice nurses.** By onboarding nurses more efficiently, Interim is able to serve more patients in their community as well as improve the experience of nurses who are new to home health and hospice as they prepare for the field.

High Staff Satisfaction

When Interim staff members were surveyed about their onboarding experience, 100 percent reported that the quality of onboarding training they received was good or excellent.

Best Practices for Onboarding Success

By improving the efficiency and quality of its onboarding program, Interim was able to achieve great results. To experience similar results at your organization, here are the key onboarding best practices we recommend:

1. **Share your onboarding training plan and curriculum** with new hires and preceptors so that they know what to expect as soon as possible.

2. **Clarify training requirements** with employees, including:
   - Whether training needs to be performed on-site or can be performed at home with a stable internet connection.
   - Paid vs. unpaid onboarding payment structure for different employees.

3. **Understand the preceptor experience** and create an onboarding program that helps to improve it as needed.

4. **Standardize preceptor assessment and training** in order to improve consistency of care protocols.

5. **Determine whether and when to standardize training for clinicians** or customize training recommendations as needed per employee.

6. **Continuously refine the onboarding process** by:
   - Creating a feedback loop across all levels of employees: preceptors, leaders, and new hires.
   - Ensuring completion and review of new-hire surveys.