Keeping up with COVID-19
Webinar Series

Q&A

July 9, 2020

Leveraging Education as a Key Strategy
of a Solid Business Continuity Plan

Q. What are the on-demand courses that would prepare us for the new normal?

A. You want training on COVID-19 and Telehealth – from coding to the billing aspects, and everything in between. I think quick registration is also a pertinent topic. We're offering free education on COVID-19 topics via our partner HealthStream.

I'd also recommend some education on telecommuting as this is the new normal and is an environment many colleagues found themselves forced into at a rapid pace. Telecommuting isn't as easy as it may sound and there are a lot of ins and outs that education can help with.

Q. How do I access the education specifically? Does each facility handle this differently? Can I "assign" classes to my staff members?

A. nThrive Education is accessed via our partner, HealthStream. Organizations can set this up many different ways. Access to education does vary by facility and internal platforms and preferences. COVID-19 forced many health care organizations that had administered their education in the traditional classroom to pivot and subscribe to a virtual delivery method. There are a lot of learning management systems out there that can help you deliver your education.

With nThrive Education, you can assign classes to staff members. You can also set it up so your colleagues can self-enroll in the education you want them to take, or enroll in things that interest them.

Q. When are the compliance classes offered?

A. Compliance training is usually offered on an annual basis.

Q. Do you expect the length of time our team will be working from home to impact which education courses we take?

A. Yes, with the recent release of the ICD-10-CM and PCS files, we know that the October changes are just around the corner. Who knows what will happen with COVID-19 between now and then? You should have plans in place for training your impacted colleagues on these changes using a virtual environment. The big changes in CPT E/M codes that will be effective in January necessitate education plans, too.