To develop a training program to standardize Medical Assistant training and training documentation across 18 Primary Care Pediatric offices.

**Element 2: Benchmarks & Goals**

**Benchmark:**
- 50% of MA’s inadequately prepared for work after training
- 77 training documents were being used
- 6 locations for document storage

**Goal:**
- New MAs prepared post training from 50% to 100%
- Training documents by 50%
- Number of locations where training documents are saved

**Element 3: Data Collection Plan**

During 4th quarter of 2019 we surveyed MA’s, Practice Managers, and Provider teams at 30, 60, 90 days of employments to assess training progression. Training checklist to track benchmarks:
- weekly for the first 30 days
- 60 day mark
- 90 day mark

**Element 4: Evidence of Data Collection**

The 3 new MA’s were surveyed
Each of the 5 Practice Manager was surveyed
Each of the 5 provider teams were surveyed
77 Training documents were in use
6 locations housed the 77 documents

**Element 5: Data Analysis**

81% of MA’s felt undertrained
100% of MA’s felt undertrained
100% of Provider teams felt MA’s were undertrained
77 training documents, living in 6 locations

**Element 6: Comparison of Current Performance to Performance Goal**

MA performance was significantly under the performance goal
Training document volume was 50% higher than the goal

**Element 7: Corrective Action**

4 key countermeasures to address the root causes
- Standardize documentation using 5S, 5S is an integral part of the Lean and KAIZEN™ process. The 5S’s are Sort (Seiri), Straighten (Seiton), Scrub (Seiso), Standardization (Seiketsu) and Sustain (Shitsuke).
- Create Leader Standard Work at 30, 60, & 90 day milestones for new MA
- Establish Mentors during onboarding and training.
- Create a reliable method for monitoring compliance to ensure enterprise consistency

**Element 8: Re-measurement**

After 90 days: 100% of MA’s felt well trained
100% of Practice Managers felt MA’s were well trained
100% of Provider teams felt MA’s were well trained
52 Training documents now live in 1 location

**Element 9: No Additional Corrective Action Needed**

We continue to put MA’s through the training and to date have successfully graduated over 30 associates from the program.