

The Client:

Medical Group Management Association (MGMA) is committed to the improvement of medical practices and professionals in the United States. MGMA's 20,000 members lead and manage more than 12,000 medical establishments. MGMA offers its members information and education to continually improve health care.

The Issue:

Medical Group Management Association needed to train 20,000 medical practice administrators. Because these professionals are located all over the country, training needed to be web-based and easily accessible. MGMA wanted participants to gain experience in making tactical and strategic decisions, from financing to staffing to dealing with insurance companies. "We wanted a web-based solution that would allow medical practice managers to understand the short and long-term impact of their decisions and actions on a medical practice," said Drew DiGiovani, Director of Program Development.

The RLS Solution:

MGMA selected Regis Learning Solutions to build a customized online, facilitator-led simulation using RLS' SimPort™ technology. The simulation looks and feels like a real-life practice, right down to the financial statements. Participants run a virtual medical practice over a simulated three-year period of time. Throughout the simulation, medical professionals have the opportunity to practice making decisions, evaluate the impact of these decisions, and apply the experience to their real-life medical practice. Participants encounter challenging issues and receive robust feedback on their actions. The simulation offers a chance for healthcare professionals to learn by experiencing, but without real-life risk.

"The simulation offers hands on learning experience you can't get anywhere else. It's wonderful that you can make decisions for a virtual practice, see results, and learn what to do the next time."

Marian E. Weber, BSN, MA
 Director of Operations,
 Physician Services
 Otsego Memorial Hospital
 Gaylord, Michigan

"I got a grand view of the day-to-day operations in a practice from the Simulation. Every administrator should experience the simulation before managing a real medical practice."

John F. Moore, CMPE
 Administrator and Chief
 Operating Officer
 Austin Area Obstetrics,
 Gynecology, and Fertility, PA
 Austin, Texas

