

Silverchair Success Stories

Lynn Jones, Administrator for Kentucky's **Calvert City Convalescent Center**, proves how quickly clients can launch Silverchair and have their employees begin training online. After his initial demo with Silverchair, Lynn had his system launched and employees taking courses in about 4 weeks! Here's how Lynn did it:



Day 1 - Initial Call



Day 8 - Demonstration



Day 8 - Signed Agreement



Day 37 - Administrative staff trained and employees able to start taking courses!

Calvert City Convalescent Center

Lynn, in trying to enhance his staff development program, searched for an employee training program for about a year: "I looked at [training] options, explored some written materials, then [Silverchair] called. The idea of computer training that could track the individual programs got my attention."

When speaking with Silverchair, it seemed like the program could meet his training needs and "resolve the issue of providing required courses and provide an effective way to track the progress of each employee." Lynn also appreciated Silverchair's "commitment to provide timely information for staff training. I liked the **proactive** approach to training."

Lynn knew he wanted to move forward with the program when he figured in cost savings—"I saw options for management to monitor, control and evaluate progress of staff and save the facility over **\$50,000.00** annually"—and the quality of the system. He says, "I see in the program the opportunity to encourage staff, provide quality educational opportunities, and improve the quality of care we provide."

30 minutes + 30 days = Endless Ways to Improve Training and Tracking

The launch process was incredibly quick for Lynn's facility, launching in about four weeks: "The launching has been simple. After a couple of weeks, we are ready to begin the first class offering to staff. [We're now finalizing] how the program will operate, how educational opportunities will be made available, and how they will be monitored. The Silverchair staff has been great!"

In just a few short weeks, Lynn and Calvert City Convalescent Center can use online training to continue to achieve its mission of providing "a homelike atmosphere where the dignity and rights of every resident are promoted and protected."



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