



# Christian Care Companies

Silverchair Learning Systems

## case study

### CHRISTIAN CARE COMPANIES BY THE NUMBERS

Employees: 115

Courses Completed in 2010: 1,834

Compliance Rate in 2010: 91%

### CLIENT

Founded in 1979, Christian Care Companies operates skilled nursing facilities, assisted and independent living communities, and a home health agency on five campuses throughout Arizona. Christian Care Companies is the largest provider of senior housing in the state. Prior to Silverchair, employee training was delivered during in-person inservices.

### CHALLENGES

Christian Care offered one mandatory and one optional inservice per month, which were delivered in-person by a part-time RN. As with many in-person inservices, rounding up employees to attend and tracking attendance was difficult. Kathy Loscheider, Executive Director for Christian Care Phoenix and Christian Care Cottonwood, remembers the days of ‘herding cats’: “Our trainer had to meet with each shift of workers and when staff missed their inservice, the trainer had to follow-up with one-on-one training,” she says. The company tracked training manually using a log book; says Kathy, “It was time consuming ... tracking [attendance] was a nightmare.”

Despite the level of effort and time put into training, follow-

up, and tracking, Christian Care still found the survey process to be trying. “We had a training binder and the surveyor would go through the binder and

tell us which topics she felt were relevant and which topics she felt did not meet the criteria for a training program,” Kathy says. “It was frustrating.”

*“The surveyor would go through the [training] binder and tell us which topics she felt were relevant and which topics she felt did not meet the criteria for a training program. It was frustrating.”*

Christian Care Companies decided to research online learning after repeated annual surveys that showed deficiencies in training.

### RESULTS

Christian Care Companies is a great example of how an online learning system can completely streamline the training process and reduce training deficiencies.

Since implementing Silverchair, “training is streamlined,” Kathy says, and “the staff, supervisors, and human resources personnel love it.”

Employees now manage their own training and are responsible for getting their monthly coursework done; human resources follow up to ensure compliance.

*“[Before Silverchair] our trainer had to meet with each shift of workers and when staff missed their inservice, the trainer had to follow-up with one-on-one training.”*

Kathy was a bit concerned about employees' potential fear of technology, which turned out to be a non-issue: "Employees love Silverchair! We were concerned at first that employees would not have the computer skills to complete the training, but that has not been a problem." The company also plans to begin offering CE courses to their nurses, and they are using Authoring to customize courses and Electives to "give staff as much training as possible," says Kathy.

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The new training program is producing positive results. Kathy says, "We have not received one deficiency in staff training since we started using Silverchair seven years ago."

Kathy considers Silverchair a good investment: "The cost is reasonable to me, administration is easy, and—most importantly—our staff uses it." 🍷

# case study



**SILVERCHAIR LEARNING SYSTEMS** is the leading provider in senior care employee training. Training more than 560,000 caregivers in 9,600 sites nationwide, Silverchair is known for its extremely easy to use system and its excellent client service.  
[www.silverchairlearning.com](http://www.silverchairlearning.com)

CHRISTIAN CARE COMPANIES COMPLIANCE RATE	
2009	2010
87%	91%

## CONCLUSION

For Christian Care Companies, switching to an online learning system streamlined their training and relieved the staff of scheduling and record-keeping headaches. Within the first year of using Silverchair the company received no training deficiencies in survey and they've been able to offer more training to their employees.

***"The cost is reasonable to me, administration is easy, and—most importantly—our staff uses it."***