



# Case Study

## Jackson County Medical Care Facility

### Client

Jackson County Medical Care Facility (JCMCF) is one of 36 County Medical Care facilities in Michigan. JCMCF provides skilled nursing care and employs more than 270 staff members.

Prior to Silverchair, inservices were delivered in person and conducted by JCMCF's Staff Development team. Inservices were given in several formats, including lectures, guest speakers, and videos. Training was delivered in several sessions to try to accommodate different schedules, and tracking was done with sign-in sheets and manually-entered spreadsheets.

### Challenges

#### *Traditional Inservices Weren't Convenient*

For Karen Van Camp, Jackson County's Staff Development Manager, scheduling and delivering inservices involved a lot of time and employee follow-up. "We would plan inservices at specific times during the month, which was good for planning the calendar, but it wasn't always convenient for employees," she says. Like many senior care facilities, Karen and her staff had a difficult time trying to make training work for various employee schedules, leading to overtime for employees who had to come in during their off hours.

Staff Development usually scheduled two topics per month—offering six

### CHALLENGES

- Traditional inservices weren't convenient for many employees
- Some staff did not take training seriously, leading to gaps in compliance and penalties during survey
- Using paper and spreadsheets for tracking/reporting was tedious and didn't provide accurate information

scheduled times to complete each topic—but between trying to boost attendance and scheduling make-up sessions, they found themselves delivering many more make-up sessions than planned. "We would end up delivering a minimum of

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Staff Development Manager,  
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#### *Students Weren't Receptive to Training*

Unfortunately, the traditional way of delivering inservices allowed some employees to slip through the cracks. Despite the best efforts of Staff Development to schedule multiple inservices and provide incentives, some staff simply didn't show up.

A few students' uncompleted training affected JCMCF during an annual survey. "The surveyor discovered that a couple of our CNAs hadn't taken their training in Preventing Abuse," said Karen. "We were penalized because they hadn't completed a mandatory training."

#### *Paper-Based Tracking was Tedious and Inaccurate*

Before Silverchair, JCMCF tracked their training the way many senior care organizations do, using paper. A staff member would manually enter attendance and compliance information into a spreadsheet for each training session.

"When you factor in [manually entering information] for 270-plus employees, plus human error that can occur, our records were not one hundred percent accurate," says Karen. "It was tedious work to track compliance accurately."

## Results

### *More Flexibility, Happier Employees*

JCMCF launched Silverchair two years ago with relative ease, and the employee response has been positive. “They really like the convenience,” Karen says. “They can work on inservices 24/7, which has been a good selling point in getting them to accept the new system.”

JCMCF set up a dedicated area for online training and held sessions for employees who weren’t initially comfortable with computers. Employees are given time to complete inservices during the work day, so JCMCF has been able to save on overtime expenses now that employees can complete inservices at times more convenient with their schedules.

Staff Development has also used the offline tracking function to help with internal employee communication; announcements are entered in the Silverchair system and assigned to employees. Once the message is delivered and the employee acknowledges the communication, the “assignment” is marked as done; Karen can then track which employees have received the announcement. “It’s great for sharing small bits of information with certain groups, like nurses or CNAs,” says Karen.

Initially, some Staff Development employees were concerned that an online training system might lead to a reduction in their hours. Those worries were quickly assuaged, according to Karen: “Anyone who works in LTC knows there is plenty of work to do! This system frees us up to work on other staff development projects that have been on hold, and new projects we’ve wanted to try.”

### *Higher Compliance and Better Reporting*

Silverchair’s reporting function has allowed Staff Development to accurately track training compliance and attendance. Karen’s facility has also been able to maintain a policy for inservice education that ensures timely completion of training. “We had to take a stronger stance because people weren’t attending inservice education,” she says.

“Employees know the expectation is out there now,” says Karen. “It starts with the Orientation course on Silverchair, which shows what’s expected of them with regard to inservices.”

With the ability to track compliance by department, individual, facility, and more, Staff Development ensures that their facility is completely up-to-date with employee training. “I like that you can see the percentage of training completed per person,” says Karen. “That gives me an idea of each employee’s inservice education progress.”

JCMCF’s current compliance rate is 100%.

### Compliance Rates

2007*	2008	2009
50% average	100%	100%

*\*Rate for 2007 does not include Preventing Abuse inservices.*

Improved reporting has also helped during survey. With proven compliance and instant access to student records, “I’m not panicking when a surveyor comes in now,” says Karen. “I love that reporting function; it’s so nice to have. The information is right at your fingertips.”

## Conclusion

Jackson County Medical Care Facility worked diligently to train their employees, but an aged training system and attendance issues highlighted the fact that it was time to try something new. By bringing their training into an automated, online system, they were able to offer employees the flexibility they craved while gaining more accurate insight into training compliance. Now, Silverchair is an integral tool that helps Staff Development achieve its goals.

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*- Karen Van Camp,  
Staff Development Manager,  
JCMCF*



#### Locations:

**Charlottesville      Portland**  
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