



Lorien Health Systems

## Case Study

# Lorien Health Systems

### Client

Lorien Health Systems offers nursing care, assisted living, respiratory therapy, and other senior services across eight facilities and communities in Maryland. Lorien employs about 1500 care givers in its organization.

Prior to implementing online learning, Lorien held in-person inservices every other week and used sign-in sheets and spreadsheets to track training compliance.

### Challenges

#### *Traditional Inservices Bored Tech-Savvy Employees*

Wayne Brannock, Lorien's VP of Clinical Affairs, knew that traditional training was no longer working for his employees. Lorien employs several different technology initiatives throughout their organization such as EMRs and online attendance tracking, so employees were used to using technology as part of their workday; however, technology wasn't often used in training. Traditional inservices were seen "as drudgery; they went because they had to," says Wayne.

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- Wayne Brannock, VP of Clinical Affairs,  
Lorien Health Systems

Waning attendance at inservices also lead to several re-scheduled

### CHALLENGES

- Traditional training was boring for tech-savvy employees
- Inconsistent information management lead to compliance concerns

sessions, involving more work for the education staff. “A lot of work went into planning training, but we still weren't getting ideal results,” he says.

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#### *Inconsistent Information Management and Compliance Concerns*

Lorien also had concerns about accuracy of compliance data and reporting; tracking attendance via spreadsheets wasn't meeting the information management needs of the organization. “The state of Maryland has several specific standards senior care providers must meet, and then you worry about compliance on top of that,” says Wayne. Lorien is a relatively de-centralized organization, but they decided to centralize

training; therefore, they needed a solution that could provide all of their training information in one place. “We decided online learning was the best way to do this,” says Wayne.

### Results

*Online Training Engages Employees*  
Lorien knew they needed to bring an online learning system to their organization; more importantly, according to Wayne, “You have to make sure employees have access to the computers and the learning system.” Once they established their online system Lorien loaded the Silverchair icon onto nurses' station computers and provided an “internet bar” in one of their buildings. “Now someone can have a cup of coffee and log onto Silverchair,” he says. Lorien also pays employees when they log on from home to do their training, offering a flexible training schedule.

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The new system and flexible schedule have been popular with employees. “They have embraced the system, they like it,” says Wayne. “I get calls from buildings asking when the new assignments are coming. It's neat that that they're interested.”

### *Complete Learning Management System Streamlines Information*

One of the biggest benefits online learning has provided Lorien is the ability to deliver training and track compliance within one complete system.

Having used another online learning provider in the past, Lorien chose Silverchair for several reasons, according to Wayne: "We wanted to take our training to the next level. Silverchair had the curriculum we needed, we could schedule training the way we wanted to, and the program is easy to use." The learning management system allows Wayne to easily schedule training for all buildings, even incorporating Maryland's specific education standards into the assignments: "Maryland requires ongoing dementia training for licensed and non-licensed employees, so we're able to work that need into our assignments." Wayne also appreciates that the curriculum covers broad subjects that employees need for mandatory training, saying, "Everyone can take almost every course; that helps cover big areas of knowledge that everyone needs to learn."

"Some of our buildings use Silverchair for almost everything—training, communications—because the system makes everything easier," Wayne says.

**“One of our buildings is at almost 100% compliance and overall as a company we’re near 90%.”**

The system has also helped Lorien track their training compliance more effectively, even tracking their offline training. "One of our buildings is at almost 100% compliance and overall as a company we're near 90%," Wayne says. "What's great about the system is the quick read you can get on how you're doing; you're either compliant or not, and you can address that."

**“With this system you know you’re protected from violations and legal issues because the curriculum has been vetted and you have proof of training.”**

During a recent MOSHA/OSHA survey of one of Lorien's buildings, the staff was asked to produce proof of training on blood-borne pathogens; they were able to produce the records instantly from the system. "The immediate access to information for the staff is great," Wayne says. "With this system you know you're protected from violations and legal issues because the curriculum has been vetted and you have proof of training."

### **Conclusion**

Lorien Health Systems was challenged to make their training program as tech-savvy as its other initiatives (and its workforce). They also needed a comprehensive solution to help them manage their training delivery and compliance tracking. Online learning gave them the management system needed to deliver training across the organization while offering flexibility and interesting coursework for their employees. Training is now centralized, consistent, and compliance is on the rise; in addition, training information is easily accessible.

**“When you can make workflows less cumbersome and deliver information proactively to resolve issues, that makes you successful.”**

Technology once again helped Lorien solve a business challenge: "When you can make workflows less cumbersome and deliver information proactively to resolve issues," Wayne says, "That makes you successful."



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