



## Case Study NHC Homecare

### Client

NHC Homecare is the homecare services division of National HealthCare Corporation (NHC). NHC Homecare employs about 630 care providers in 33 locations in Florida, South Carolina, and Tennessee.

Prior to launching their Silverchair system, NHC Homecare conducted staff training with in-person inservices conducted by a Director of Nursing, Administrator, or Office Manager. NHC brought on Silverchair's training program for both its long term care and home care facilities; the program was launched with NHC Homecare first.

### Challenges

*Preparation and Delivery of Training was Time-consuming and Costly*

As with many senior care organizations, the time needed to prepare and deliver in-person training was significant. Each location was responsible for its own training and the training wasn't centralized; training responsibilities fell under the "other duties as assigned" for Directors of Nursing, Administrators, or Office Managers. Judith Simpler, NHC Homecare's Director of Clinical Education, says, "About 30 staff members combined would be involved in prepping and conducting training across the locations. When you think about 30 people times one hour for each inservice, not to mention time spent preparing the inservice, it adds up."

### CHALLENGES

- Preparation and delivery of traditional training was time-consuming
- Reporting needed to be streamlined and more consistent
- Needed a training program that met the needs of home health providers

NHC Homecare also paid for employees to come in off-hours for training and nurses had to pay for their own CE training.

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Director of Clinical Education,  
NHC Homecare

### *Reporting Wasn't Easily Accessible*

NHC Homecare tracked training manually; although they had high compliance rates, information wasn't consistent among the different locations. "The compliance rate from each location was good, according to the way each location tracked the information, but that information wasn't standardized," Judith says. NHC Homecare needed a way to centralize reporting to make training information more consistent and accurate.

### *Home Health Training has Specific Content Needs*

Home health providers have their own set of education requirements for staff. If NHC Homecare was going to use an online learning system, the system needed to provide home health content that was on par with their in-person inservices.

### Results

#### *Increased Time and Cost Savings*

The first major benefit of online training for NHC Homecare was the significant time savings in preparing and delivering training. Instead of multiple staff members writing different training sessions across the organization, courses are now centralized in one Learning Management System (LMS). NHC Homecare authors their own courses and customizes others; even with customization, they are saving time. "One person spending a few hours to

develop a course that can be used by everyone is better than 30 people spending one hour (and more) each across locations,” says Judith. “The online system is very effective and cost-efficient.”

**Average Hours Spent Delivering Training - Monthly**

Before Silverchair	With Silverchair
30+ per inservice	About 8 per customized course

NHC Homecare has also seen time and cost savings in training for nurses. “The free CEs are great,” says Judith. “The system cost is so reasonable and when you look at what nurses would spend on CEs, it pays for itself.”

*Reports are Centralized, Streamlined*  
NHC Homecare can now use the LMS to report on training across the organization from one centralized location. “It’s a huge benefit to have standardized reports on what courses have been assigned, when, and what the completion rate is for all locations,” Judith says. “The accessibility of real-time reports is something we never had before, and it’s helped us a lot.” Using an electronic system for internal tracking was new to NHC Homecare, but managers adjusted quickly: “The reports are really user-friendly,” says Judith.

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*Home Health Content Needs are Being Met*

One of the biggest challenges Judith faced when Silverchair was first implemented was ensuring that the courses covered the specific needs of home health care. “The courses were good, and we were excited to be able to access all of the courses and features Silverchair offered,” Judith says. “But, when we first brought the system on [more than three years ago], the home health curriculum was very similar to the long term care curriculum. We needed to make the courses more focused on home health.”

Judith was able to use the Authoring Tool to customize the courses to not only meet home health needs, but NHC Homecare’s needs too: “I love the ability to author our own courses or customize existing courses; it allows us to focus the content on our own company policies and goals.” Judith has also used the system to create user guides for employees and managers to deal with different situations that arise in home care.

In those early years of the relationship with Silverchair, customer service made all the difference for Judith. “The reason I stuck with the system—and worked to customize the content—was the superior level of service I received,” she says. “Honestly, there isn’t anything that I have asked for that hasn’t been implemented or considered. I am amazed at the responsiveness of the [service delivery] team in responding to requests. I may have been worried about the content of the system at first, but the service is why I stayed and continue to stay.”

Judith is happy about the improvements Silverchair has made to its home health curriculum and the

system in general. “The improvements are great; it’s not even the same product! The courses for home health have grown exponentially, and the addition of Lou Ann Robinson [as Director of Home Health Clinical Content] has been great.”

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**Conclusion**

Online learning was a new venture for NHC Homecare and has delivered significant benefits in time and cost savings and streamlined reporting. As the Silverchair system has grown its home health offerings, NHC Homecare has been able to deliver consistent training with the right home health-specific content.

For Judith, working with Silverchair has delivered another benefit: “[The relationship] has been a lesson in customer service. When 100% of your clients are also in the service industry (senior care), it can be a hard sell; we’re not easily impressed. We expect excellent service and if you can please service people, you’re in business. We have high expectations!”



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