



River Garden Hebrew Home

Silverchair Learning Systems

case study

RIVER GARDEN HEBREW HOME

Employees: 299

Training Hours Completed in 2010: 6,737

Compliance Rate in 2010: 99%

CLIENT

River Garden Hebrew Home is a non-profit long-term care community that has been serving the Jewish community in Jacksonville, Florida for more than 65 years. River Garden provides comprehensive services including traditional long-term care, Alzheimer's/Dementia care, skilled nursing, inpatient and outpatient therapy, an adult day care, home healthcare and independent living. The community is a five-time recipient of the Florida "Governor's Gold Seal Award for Excellence in Long Term Care."

River Garden is committed to excellence in staffing education and searched for a robust online learning system that provided a comprehensive learning management system to deliver courses and track compliance. Silverchair provided the solution to meet both the immediate and long term educational goals.

CHALLENGES

River Garden faced training challenges that are common for many health care providers. Live inservice presentations take time to plan and deliver, and when you take employees off of the floor and into training, "resources are diverted that could otherwise be used to care for our residents," says Marty Goetz, CEO of River Garden. An annual inservice update requires eight

hours and all staff had to attend, incurring overtime costs as well as the complexity of scheduling staff to meet the needs of the residents while ensuring compliance with training. "After years

"Tracking attendance and compliance was difficult as the information "was only as good as the sign-in sheet."

of inservices the written materials were no longer fresh to employees." says Mary Lloyd, Director of Education.

Tracking attendance and compliance was difficult as the information "was only as good as the sign-in sheet," says Mary. The Education Department couldn't track trends or evaluate specific education needs for departments or for employees with specific needs, like English as a second language.

LESSONS LEARNED AND RESULTS

While Silverchair offered the courses and capabilities they were searching for, River Garden soon found that there were still some lessons to be learned about using online learning effectively.

River Garden was proactive in marketing the new system to employees and fairly

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quickly discovered a number of employees were not comfortable using a computer. This provided an exceptional opportunity to begin introducing computers

to individuals who had limited prior exposure. "Silverchair was great for giving staff the confidence to navigate through a system." says Mary. River Garden also used

an incentive program, creating friendly competition between departments with rewards for those who finished their training first.

Employees now enjoy Silverchair: “When we have something new to share with staff, they ask, ‘Why don’t you put that in Silverchair?’” Mary says. Employees also appreciate the self-paced courses and the ability to take courses at home and at work. Our licensed staff especially enjoy taking courses that count toward professional continued education requirements.

“One early mistake we made was in attempting to customize the system for each and every department,” says Marty. “We learned that we needed to have standardized, consistent expectations and plans for each department to make the most of the system. “The ability to customize courses is huge,” says Mary—but expectations and tracking stay consistent for all departments.

The administration and education have worked collaboratively to build a sense of comfort and confidence in Silverchair and the use of the system has blossomed over the last year,” Marty says. “Look at our training statistics, you’ll be amazed!”

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River Garden has seen great results from their system; annual compliance is now at 99% and employees took 6,737 hours of training in 2010. The system also offers benefits for educators who want to provide the best—and most timely—learning experiences for employees. “Silverchair gives us the ability to address an immediate need (like documentation procedures for nurses), assign the course, put a deadline on it, and give supervisors notice of completion,” Mary says.

COMPLIANCE RATES:

2009:	96%
2010:	99%

“We use Silverchair for all employees, from leadership on down,” Mary says.

“It’s beneficial for everyone. The courses are excellent and there is always something new to learn. Silverchair is a cost-effective, comprehensive learning system for staff training and education.” 🐾

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TRAINING HOURS COMPLETED:

2009:	4,774
2010:	6,737