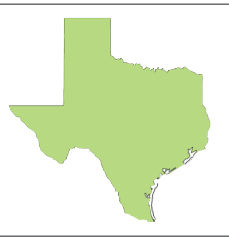


50 States, 50 Stories

Training Success Coast to Coast



TEXAS

Polly Turner
Bivins Memorial Nursing Home
Amarillo, Texas

50 states, 50 Stories: Texas

50 States, 50 Stories moves to Texas and Bivins Memorial Nursing Home in Amarillo, Texas. Polly Turner, Human Resources Specialist for Bivins, shares her experience with Silverchair.

How has Silverchair changed your inservices?

Silverchair has positively affected time, money, over-time expenses, energy spent preparing and delivering, and floor time spent with residents. Our caregivers no longer get taken off the floor to do inservices, and overall training participation has improved dramatically, and department managers like how flexible they can be with scheduling assignments. Our new employees have given a lot of positive feedback about the fact that they can do their initial training at home at a speed that works for them.

How has Silverchair increased the success of your staff?

The staff has a better understanding of their responsibilities. As I mentioned before, flexible scheduling also gives our staff more time to care for our residents instead of sitting in an inservice, which leads to more successful caregiving.

How has your experience with Silverchair been overall?

Great! I wish we had brought Silverchair on sooner.

How has Silverchair affected the patient experience?

With more time spent caring for residents, it does seem that we've had fewer resident and family complaints. We've also edited some Silverchair courses to specifically suit our facility, which helps us better serve patients.



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