



Via Christi
Senior Services

Case Study

Via Christi Senior Services

Client

Via Christi Senior Services (VCSS) is part of the Via Christi Health System, the largest provider of health care services in Kansas. With more than 9,000 employees, Via Christi Health System serves Kansas and northeast Oklahoma via 10 owned or co-owned medical centers, 12 senior services communities and programs, retail and outpatient services, and an insurance company.

Prior to using Silverchair, VCSS facilities conducted employee training through face-to-face in-services held at each facility. In-services were administered by Human Resources or a Department Director, and sessions were held several times throughout the day to accommodate various shifts. Each of the 12 facilities managed its own record-keeping system, which made it challenging at a corporate level to determine compliance rates and measure effectiveness.

Challenges

Time Committed to Development of Training

The Human Resources team was responsible for delivering training to all VCSS staff members (1,400 employees in 12 facilities in two states). Training needed to be senior care specific, consistent and easily administered and tracked.

VCSS initially developed their own training materials. On

CHALLENGES

- Human resources spent hours creating/delivering training
- Tracking was inconsistent
- Senior Services needed to meet training requirements for senior care while also meeting the requirements of their parent health system
- Delivering consistent training and getting feedback from staff across multiple facilities was difficult

average they were able to develop one new course each quarter. Gayle Randa, VP of Human Resources, remembers the effort that went into those modules: "Anne [Bauer, Director of Human Resources] and I would research and create all of the PowerPoints for training. It could take up to six months to put together presentations."

Balancing the Requirements of Via Christi Health System with VCSS Training Needs

VCSS is part of a larger predominately acute care system, so most of the training materials available to them were developed with hospital settings in mind. VCSS employees couldn't relate to or understand the content. "Sometimes the [Health

System] training would confuse our employees," said Gayle. "We needed a training program that would help us address the specific needs of senior care."

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*- Gayle Randa, VP of Human Resources
Via Christi Senior Services*

They also needed a system that would allow for customization, so training and other communications received from the Health System could be modified into modules that were easily understood and delivered consistently with the rest of their training.

Results

Drastic Time Savings and Improved Tracking

Since launching the Silverchair program in 2008, VCSS has seen a significant time savings. After spending so much time developing their training, Silverchair has provided much needed resources. "I previously spent about 100 hours per month on training. Now I spend 40 hours," says Anne. "With Silverchair, we have over 100 senior care specific courses and Silverchair ensures that they are up-to-date with regulations and standards of practice."

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- Anne Bauer, Director of Human Resources
Via Christi Senior Services

Bridging the Training Needs Gap between Via Christi Health System and VCSS

Since launching Silverchair, students have taken over 10,000 hours of training (approximately 8 hours per student). The easy-to-read courses and the ability to move between English and Spanish text and narration are two popular features. Now, according to Anne, “Employees call me asking for more courses to take.”

Once VCSS saw success with their training program, they realized they could use Silverchair to ensure effective, consistent communication.

Earlier in the year, Via Christi Health System wanted to measure employee opinion and satisfaction with a series of “pulse surveys.” The first survey was conducted by a vendor selected by the Health System; unfortunately, the response rate was only 34%. VCSS decided to use Silverchair for the next survey. Using Silverchair, Gayle and Anne received an 86% response rate.

Survey Response Rate

Paper Survey	SLS Survey
34%	86%

The improved response was driven by two factors: Students were already using Silverchair to train, so having

the “pulse survey” on the system made it easy and convenient to respond; and Gayle and Anne were able to customize the surveys for each community using the Authoring Tool. “We were able to drill down to particular issues that concerned each specific community,” said Gayle.

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- Gayle Randa, VP of Human Resources
Via Christi Senior Services

Senior management was so pleased with the results that Gayle and Anne have now been charged with coming up with more ways to utilize Silverchair. “We responded by using it to educate management on all new policies and procedures,” said Gayle. “There’s no more ‘I didn’t know!’ when it comes to new policies.”

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Conclusion

Via Christi Senior Services faced a training challenge that many senior care organizations face: the massive time commitment required for traditional, paper-based training methods. Silverchair saved VCSS time and effort and provided the ability to deliver consistent training content and accurately track compliance. The system allowed VCSS to meet the communications and training needs of their larger parent organization while meeting content requirements for senior care employees.

Via Christi has just begun to use the Silverchair system to its fullest; Gayle says CEO Jerry Carley wants to see additional applications of Silverchair.

“Throughout our organization, we couldn’t be more pleased with the results we are getting or more excited about what Silverchair will help us accomplish in the future.”



Locations:

- Charlottesville
- Portland
- Des Moines
- Raleigh
- Knoxville

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