

50 States, 50 Stories

Training Success Coast to Coast



WYOMING

Anita McCutchan
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50 states, 50 Stories: Wyoming

Wyoming is our next stop in 50 States, 50 Stories. We spoke with Anita McCutchan of Sublette Center in Pinedale, Wyoming to see how Silverchair has helped the facility meet its training goals.

How has Silverchair changed your inservices?

We've been able to provide more education than before and increase employee participation. The training is much less "generic" – it's geared toward our specific needs. The training also helps us meet more of the requirements we're held to. Employees can keep their licensing up-to-date at no cost to them, which has helped with employee loyalty and turnover. Having fewer in-person inservices also means much greater flexibility when scheduling staff and the floor is always covered.

How has Silverchair increased the success of your staff?

The staff loves Silverchair because it makes them better prepared to perform their duties. They like it so much they're asking to be assigned more courses! Since I'm teaching fewer inservices myself, I'm more available to be on the floor for coaching and advice and I'm more aware of what's going on.

How has your experience with Silverchair been overall?

Great! The support system is great with really nice people. When we have questions we just call and get them answered! The one-on-one training over the phone is extremely valuable to us; it's so nice to be in front of my computer with someone

to help me rather than trying to figure it out on my own. When I showed reports to the state surveyors last year (for the first time) they were VERY impressed! The surveyors went on and on about how great the reports were and how easy it was to see who's done what. The surveyors even asked for Silverchair's phone number because they'd like to encourage more buildings to use the Silverchair system.

How has Silverchair affected the patient experience?

With our more consistent training and more time to spend with patients (rather than in inservices), I'm certain that our residents are receiving a high level of care and we are offering our best service to them.



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