

New Year, New Employees? It's Time to Get Back to Basics!

If you have new employees in the new year, make sure your training is up-to-date to avoid training pitfalls!

High turnover in the senior care market can pose a serious deficit in training and applicable employee knowledge.



Welcome to the Silverchair Learning Systems Quarterly Newsletter.

Welcome to the latest edition of Silverchair Learning Systems' company newsletter.

At Silverchair Learning Systems, our sole focus is providing superior products and services to support the education and training of people employed in Senior Care organizations.

This quarter's newsletter focuses on how to be prepared for the new year with a well-trained staff, thereby ensuring that each employee has the skills and knowledge needed to provide the highest level of care.



Mike Mutka, President and COO
Silverchair Learning Systems

New Year, New Employees? It's Time to Get Back to Basics!

Look around your facility. Do you notice a number of new faces? If so, it's time to start thinking about training this new workforce and avoiding training pitfalls!

The Gerontological Society reported in 2009 the national estimate for employee turnover in senior care was 45%. With an average statistic of 1 out of every 2 employee slots rotating annually, this percentage of turnover can pose a serious deficit in training and applicable employee knowledge.

The best defense against training deficits? Stay on top of your training with a comprehensive Learning Management System (LMS) to ensure that no matter what your turnover rate is, each employee has the skills and knowledge needed to provide the highest level of care. When courses are delivered and tracked automatically in the LMS, you'll be able to anticipate possible deficits and address them immediately

Once you have your training program in place, it's time to make a fresh start and focus on the fundamentals. At Silverchair, our clients find the following topics to be the most important in Fundamentals 101:

Hand Washing: Think about it: Most roads of contagious infirmity lead back to someone simply not washing their hands correctly or even at all. The importance of proper hand washing is often lost to the hectic schedule of your employees. With so much to do and so little time, multiple daily hand washing can seem like a chore (at least when done correctly!) As part of new employee orientation, upload an assignment on proper hand washing into Silverchair—and during flu season, assign the course to the entire staff! This assignment ensures that new employees are up to date on hygiene expectations and reminds seasoned employees that they have a responsibility to lead by example.

Continued next page...

...continued from previous page.

Flu Prevention: With so much focus on the H1N1 virus, vaccines, preventative measures, and occasional hype, how can you help your employees decipher what is fact and what is media-generated urban legend? The best way is to have every employee take the Silverchair's Influenza Prevention Protocols for Senior Care. The course has been updated based on current regulations and covers the H1N1 virus as well as avian flu. With average turnover as high as 45%, there's a chance that some of your employees who took this course in early 2009 are not up to date on flu prevention based on the regulatory changes that took place throughout the middle and latter part of last year. This course gets all employees on the same page—and results in less sick days for everyone.

Custom Courses: Have any of your policies changed with the new year? Can you guarantee that your staff is aware of these changes? Could your staff use some reminders about current policies? Many clients use Silverchair to deliver information across the organization. They author a course about the new policy/announcement/procedure and assign it to their employees. Managers can then pull a report to see who completed the course, knowing exactly who

has received the new information. Senior care organizations love this feature because it eliminates the "I didn't know!" response from employees regarding new policies and procedures.

As 2009 becomes nothing more than a faint blur, we must look forward to 2010 and work together to continue to work toward excellence in senior care. Silverchair gives senior care organizations the tools to make positive change happen for their employees using the most powerful tool of all: education.

Continue to review your areas of training weakness and get back to basics to strengthen your training program. The suggestions above are just the beginning; your fundamentals may include courses on lifting properly; preventing slips, trips and falls; back injury prevention; or even a custom course on dress code or cell phone policy. Address the things that you deem important and timely based on your needs.

If you need help figuring out your fundamental training needs, Silverchair can help with that as well—a great year of training is within your reach. Contact us!



About Silverchair Learning Systems

Silverchair Learning Systems is the leading eLearning provider in Senior Care. Training more than 350,000 caregivers in 4,200 facilities nationwide, Silverchair is known for its extremely easy to use software and its excellent client service.

Silverchair makes online training successful by:

- Making it easy to get started
- Making it easy to use
- Making it easy to track
- Making it educationally effective
- Making it fun for the employees

Locations:

Charlottesville Portland
Des Moines Raleigh
Knoxville

Contact Us:

866-805-7575
www.silverchairlearning.com
info@silverchairlearning.com