

CASE STUDY



"In our annual surveys we could see that the more education we provided, the better we did. We examined our survey to see where we were getting hit and saw improvements in the areas where we had focused training. We definitely give Upstairs Solutions more than partial credit."

— Renee' Pruzansky
Chief Operating Officer



ARISTACARE BENEFITS

- Customization of courses to meet the unique needs, vision and values of AristaCare.
- Course interactivity and freshness enabled employee engagement and information retention.
- CEUs and empowerment cited by employees as reason to embrace online learning.
- Link between training and compliance as proven in annual survey scores.
- 42% increase in customer service improvements.
- 57% increase in patient satisfaction.
- Significant decrease in survey deficiencies.
- Provides AristaCare access to vast amounts of content while enabling control over content with flexible, customization options.



AristaCare Health Services

CHALLENGE ■ AristaCare, a relatively young company, began acquiring and operating homes in 2000 and quickly built its facility footprint. The management and staff recognized that in the sub acute care/post acute care industry, quality of care was key to differentiating the company from competitors.

"Before you can talk about high acuity programs and the differentiation that level of service requires, you must have a strong and competent staff who delivers the highest level of quality sub acute and post acute care," commented Renee' Pruzansky, AristaCare's chief operating officer.

AristaCare implemented its own in-house staff led training that included staff members at each facility responsible for leading courses and coordinating outside trainers. The challenge was delivering training across three shifts and making the content engaging enough for employees to adopt and retain information.

Even with this training, AristaCare felt its competitive edge in subacute and postacute training was deficient in keeping them ahead of other homes at all levels of staff care giving. The training requirements weren't cookie cutter. AristaCare needed a flexible, dynamic training solution to keep up with changing care advancements as well as reduce the demand for continuous in-servicing.

"Our training was good, but we struggled to keep it fresh and relevant and at the necessary levels to deliver quality care," Pruzansky noted. "We needed a solution that was interactive, engaging, comprehensive and all inclusive of the complex education needed for centers caring for higher

acuity level patients and available to our employees 24 hours a day 7 days a week."

SOLUTION ■ AristaCare turned to Upstairs Solutions to standardize training, provide comprehensive content and deliver it anytime and anywhere staff required it. Every facility and employee was provided access to Upstairs Solutions' complete library of online training courses as well as the customized courses Upstairs Solutions adapted for AristaCare based on their unique individual needs. Because the courses are online, employees had the flexibility to take courses from any computer either at or away from the facility. AristaCare quickly realized that the more concise and repeated training employees received equipped them to be compliant and the company quickly saw the impact on surveys.

"When you standardize training, you see improvements in compliance. The levels of success people demonstrate in training trickles down to compliance – they know what they should be doing and are doing it," Pruzansky explained. "The interaction with the modules is easy and simple and with customization, there is something new for our employees to learn all the time."

Upstairs Solutions online training enabled AristaCare to develop a new curriculum every quarter for more consistent education. Upstairs Solutions' online training provided the company what it needed to raise the level of care for sub and post acute care and to achieve survey results for compliance.

RESULTS ■ AristaCare was able to reallocate resources for better care giving and realized bottom-line savings by eliminating redundant training staff from each facility. The company streamlined its education down to one person to run the program – a Nurse Educator – who works with Upstairs Solutions on all modules to customize for every level of staff from the frontline to administrative.

Further, within three months of implementing Upstairs Solution online training, AristaCare experienced a 36% increase in patient satisfaction. By year end, AristaCare saw a 57% increase in certain key areas in patient satisfaction over the previous year and a 42% increase in customer service directly related to the customized customer service modules it developed with Upstairs Solutions.

Equally important to customer satisfaction was the improvements in the company’s annual survey ratings. AristaCare examined survey data dating back three years and recognized trends in infection control, med pass, falls, documentation, and managing difficult patients. Uniformed, mandatory training enabled them to reinforce the important areas where they were getting cited and focused on improving the standard of care in that area.

“In our annual surveys, we could see that the more streamlined and customized education we provided, the better we did. We examined our survey to see where we were getting hit and saw improvements in the areas where we had focused training,” Pruzansky pointed. “We definitely give Upstairs Solutions more than partial credit.”

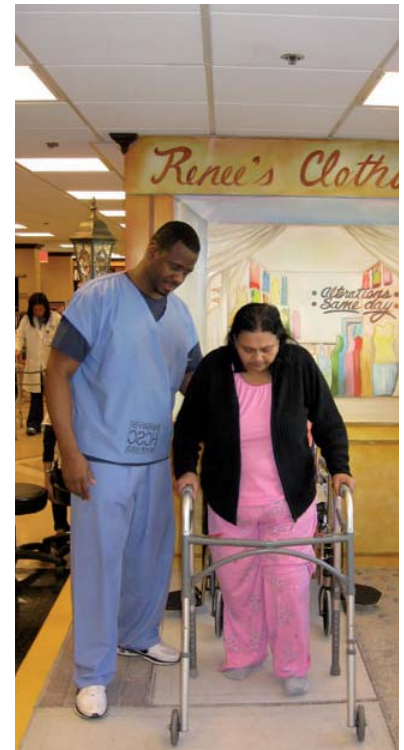
Post-implementation AristaCare saw a significant decrease in the number and scope of severity of survey findings.

Through Upstairs, AristaCare annually customizes more than 20 courses focused on clinical care, customer service and delivery of care.

“Now, everyone throughout our facilities understands their impact on care and takes pride in delivering the best care possible,” Pruzansky explained. “Upstairs Solutions’ interactive training brought up the level of services we offered and even enabled for better employee retention.”

Employees more readily embraced the service as a result of CEUs available in the Upstairs Solutions library of courses. Before, employees had to go offsite to get the training they required. Now, they could get those courses online and without paying for them.

The interactivity and freshness of courses led employees to be more engaged in the training and enabled them to better retain content. AristaCare saw that by empowering employees with better tools to do their jobs led them to be more satisfied and committed – taking a better sense of pride in the organization and the care they provided.



AristaCare is a regional provider of sub acute, post acute, and long term care services, that prides itself on being a dynamic and innovative industry leader – transforming traditional “nursing homes” into state-of-the-art inpatient facilities – offering the latest in medical and rehabilitative technology. AristaCare provides acute level rehabilitation programs geared towards stroke recovery, cardiac strengthening and education, spinal cord injury, ventilator dependency, as well as medically complex services such as TPN, peritoneal dialysis, specialized Alzheimer’s/dementia care, tracheotomy care, and cardiac telemetry. Located in New Jersey and Pennsylvania, AristaCare operates five facilities with nearly 1,000 beds.