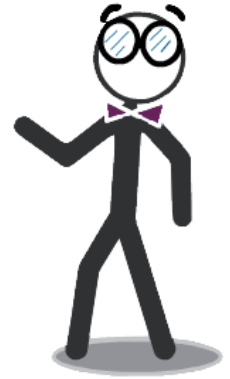


CASE STUDY



“We looked at several other companies and found the system’s interactivity and ease of use put Upstairs Solutions out front!”

*– Tara Castaneda
Director of Training and Development, Kisco*



KISCO BENEFITS

- 90 percent or higher completion rate in 14 communities of Kisco’s required courses
- More than 19,000 courses completed in first year
- Modules that prevent employees from “skipping ahead” ensure compliance
- Spanish-speaking associates receive training in native language for increased comprehension
- Course interactivity fosters employee engagement
- Customization with easy-to-use course creation tool and the ability to add 3rd party content to the LMS



Kisco Senior Living

CHALLENGE With nearly 20 communities in six states, older hardware and a staff with both English and Spanish-speaking associates, Kisco sought an e-learning training and LMS provider that understood its specific cultural needs. There was also great concern that associates were ‘skipping ahead’ through course content in the current system creating issues with compliance. Challenged with the limited functionality, hard-to-use course creation tools, and the inability to use 3rd party content with its current provider, Kisco decided it was time to find a new e-learning and record keeping partner.

“Given compliance requirements specifically mentioning a time requisite, we needed to ensure our associates were completing the adequate number of training hours and not rushing through courses,” said Tara Castaneda, Director of Training and Development, Kisco.

SOLUTION After an extensive RFP process, Kisco selected Upstairs Solutions for several reasons including the interactivity, the quality of the course content and the minimal technology requirements. Kisco

appreciated Upstairs Solutions’ easy-to-use custom course creation tool, the ability to add 3rd party content to the LMS and the easy-to-use reporting options for Kisco’s HR Directors.

Also, given the matter regarding employees skipping ahead through courses, Kisco valued Upstairs Solutions’ engaging course content (in English and Spanish) and animation as opposed to the competitions’ “page turner” PowerPoint slides.

“We also welcomed the much less clinical focus of the courses. We liked that the language used our industry terms like ‘resident’ instead of ‘patient’ and that there were less associates wearing scrubs and stethoscopes in the course graphics. We use a social, not medical model, so we wanted courseware that could mirror or complement our culture/approach,” added Castaneda.

RESULTS Within the first year of using Upstairs Solutions, 14 communities achieved 90 percent or higher completion rates of Kisco’s required courses. Further, across its 19 communities, staff completed more than 19,000 courses.

“Our goal was to have ‘commitment’ not

just 'compliance' with the system. In the past, our home office assigned two courses per month to all associates. Since we've moved to Upstairs Solutions, the community management teams have voted to have the freedom to assign one of those two courses themselves, based on community needs or hot topics. In some instances, we have added course/time requirements for associates to complete in their onboarding, which leads to more competent and confident associates," said Castaneda.

Ben Davis, one of Kisco's Wellness Director noted, "With Upstairs Solutions, we are able to cover multiple topics during the month and the associates can complete the training when it fits into their schedule. Our associates have expressed that they are learning from the courses and that they like the interactivity."



About Kisco Senior Living *Kisco Senior Living communities offer independent lifestyle options for seniors as well as licensed assisted living and memory care in some locations. Family-owned Kisco Senior Living, based in Carlsbad California, owns and operates 19 senior communities in six states. With an award-winning approach to senior lifestyles and wellness, Kisco creates communities where residents and associates share passions, live and work in balance and leave a legacy. Since 1990, Kisco's guiding principles of integrity, dignity and compassion have balanced the interests of residents, associates and business partners. For more information, log on to www.kiscoseniorliving.com.*