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SUCCESS STORY

Transforming Home Care

A journey to innovation and efficient education

Overview

Kaiser Permanente Care at Home in Southern California and Hawaii faced the challenge of a cumbersome manual approach for managing annual competencies, onboarding new staff, and documenting training.

Nurse leaders recognized the need for a modern digital solution that could streamline their operations, improve efficiency, and strengthen clinical knowledge.

Kaiser Permanente Care at Home provides high-quality, patient centered, affordable care that brings and keeps their patients home, with skilled nursing care, home health aides, rehabilitation, hospice & palliative care across Southern California and Hawaii. They strive to help patients get healthier, stay comfortable, and live as independently as possible in their homes and communities.

The challenge

+ Varying role-based competencies

+ Manual paper-based system

+ Limited reporting

+ Time-consuming education development

Kaiser encountered obstacles due to a paper-based system for onboarding clinical staff and managing competencies. Each facility operated with its own distinct competencies, coupled with a lack of system-wide reporting, resulting in challenges ensuring corporate and regulatory compliance.

The organization wanted to furnish current, standardized, evidence-based materials to support their staff's learning needs. And the necessity for manual record-keeping led to overuse of printing and administrative tasks that were inefficient and burdensome.

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The goals

+ Standardize competencies across the region

+ Save time creating content and delivering the program

+ Automate reporting to eliminate manual tracking

Kaiser had a clear goal in mind: standardize competency and automate training to improve efficiency and accuracy across all their locations.

First and foremost, they aimed to ensure their staff's skills and knowledge were consistent so that every patient, in every location, would benefit from optimal care. Kaiser also recognized automation as a crucial step to simplify competency management, eliminate manual tracking, and provide efficient processes.

After determining the need for a more streamlined and accurate system, Kaiser approached Elsevier to become their partner for evidence-based, digitally delivered, clinical education to support their goals.

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The adoption

- Assemble leadership team

- Gather existing onboarding
  & competency documents

- Standardize education requirements
  across care team roles

- Bundle new requirements into
  Clinical eLearning modules

- Provide staff & educator training

- Launch new automated elearning
  solution

- Monitor activities & make adjustments

Kaiser and Elsevier collaborated closely to implement the Home Health Care solution effectively. The process began by assembling a leadership team to oversee the project. This team proactively gathered all current onboarding and annual competency documents, a crucial step towards ensuring a deep understanding of existing protocols.

The next phase involved standardizing processes across various care team roles, creating a uniform approach to patient care. To facilitate this, the new standard requirements were bundled into assignable learning modules, making it easier for staff to absorb and apply the information.

Elsevier and Kaiser worked together providing training for staff and educators, ensuring that everyone involved was well-equipped to use the new system. After laying the groundwork, Kaiser executed the launch of the new automated solution, marking a significant milestone in the project. Post-launch, they closely monitored activities to identify areas for improvement, and made adjustments as needed to optimize the system's performance.

Throughout the implementation process, Kaiser's regional nurse consultants worked closely with Elsevier's Customer Success implementation consultant, who emphasized understanding and fulfilling Kaiser's unique needs all along the journey.

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The outcomes

+ High staff satisfaction

+ Automated system-wide reporting

+ Role-based competency standards

+ Time savings for program delivery

+ Improved compliance

"In the first year, the majority of our staff expressed satisfaction with the system, embracing the shift from paper to an electronic platform."

Odylin Bundalian, RN, BSN
Senior Director, Clinical Excellence
Chief Clinical Officer

While the initial transition was met with some resistance from end users, as change often is, Kaiser's team soon appreciated the value of the new data and reporting insights, such as reports on clinician access, patient education, and satisfaction surveys.

According to Odylin Bundalian, one of the most significant benefits Kaiser experienced was the ability to observe learning outcomes. They were now able to track completions for competency skills training, load education and training materials, and even administer post-tests to validate knowledge acquisition and understanding.

"This tracking capability became invaluable, especially for compliance and legal purposes. We now had concrete evidence that training had taken place, protecting us from any staff claims on noncompliance-related issues," says Bundalian.

Automation eliminated searches through hundreds of paper documents to verify compliance. By delivering training and competency reports through Elsevier's digital system, Kaiser could now easily track and report compliance by individual and/or location across the region.

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The reduction in paper usage was another noteworthy advantage. Previously, Kaiser was printing around 100 pages per year for each clinician, and with 1500–1750 clinicians, this resulted in a massive amount of paperwork. By delivering training and competency reports through a readily available digital system, they eliminated the need for printing and filing. This transition saved time and aligned with their goal of reducing resources.

"Our success with the Elsevier system has positioned us as pioneers in the home care industry. Our partnership with Elsevier has transformed our processes and also instilled a culture of continuous learning and improvement within our organization," Bundalian states.

She goes on to explain that Elsevier's Home Health Care solution has played a vital role in Kaiser's journey to innovation and efficiency. The system's comprehensive capabilities, from policy and procedure manuals to skills competency tracking and patient education, have revolutionized Kaiser's operations.

A bold vision for the future

Kaiser now aims to be one of the first Magnet designated home health agencies in the United States, delivering safe and standardized care, supporting staff competency and satisfaction, and increasing productivity and efficiency.

Elsevier's Home Health Care solution combines evidence-based home health care clinical content with convenient competency management functionality to provide a comprehensive resource for home health care nurses, nurse educators, physical therapists, occupational therapists, and others. It helps home health care organizations enhance safe and standardized care, support staff competency and satisfaction, and increase productivity and efficiency.

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