

# SmartZone: Saber® Healthcare Group Gets Greater Outcomes with SmartZone Training.

## Overview.

The Saber® Healthcare Group was founded in 2001 following an acquisition of two skilled nursing facilities in the Cleveland area. Since its inception, Saber Healthcare has grown to 111 facilities and over 10,002 licensed beds, spanning six states including Pennsylvania, Ohio, Florida, Virginia, Indiana, and North Carolina.

As Saber Healthcare continues to grow, it remains focused on expanding its industry knowledge, as well as the new technologies that will enable its team to provide enhanced resident care. To be able to do this successfully, they believe that an investment in people and education will set you apart. Partnering with PointClickCare, Saber Healthcare adopted the SmartZone training program to help them standardize and maximize the use of its Electronic Healthcare Record (EHR).

## Challenges.

Saber Healthcare has been using PointClickCare's electronic healthcare record (EHR) for 16 years. The importance of maintaining a standardized and consistent training program became more apparent to Saber Healthcare as they continued to grow and experienced staff turnover. Before the implementation of SmartZone, the team observed three significant challenges with its internal staff's use and the training of the EHR:

1. Resident and/or family preferences or requests.
2. Medicare/Medicaid policies across the healthcare spectrum.
3. A lower than planned utilization of PointClickCare's EHR.

In June 2015, the Saber team decided to implement PointClickCare's training program – SmartZone, and experienced positive results across these three challenges.

## Solution.

The Saber team was looking for a training program that would allow them to not only maximize their investment in their EHR, but also allow them to provide an easy to implement solution in a cost effective way. PointClickCare's SmartZone, a program designed to expand EHR knowledge and improve overall utilization and outcomes, was introduced to the Saber team as the solution to help them meet their challenges.

**Staff skills and best practice levels have increased with the help of PointClickCare SmartZone.**

## Benefits.

Without a standardized and consistent training program, each facility would implement their own schedule of training with the focus of covering the basic PointClickCare functionalities with staff. Despite attempting to reduce the amount of training hours by focusing only on the essentials, the Saber team found that overall efficiency in their EHR use was low, prompting the need for more training. Having an adverse effect on the overall cost of training and operational outcomes.

SmartZone has allowed Saber Healthcare to directly deal with the consistency, utilization, and cost challenges they were facing. Committing to a comprehensive training solution, the Saber team has integrated the SmartZone training into their workflows, processes, and procedures. They have implemented super users at each facility and included the training program in new staff orientation, utilizing dedicated training laptops and testing the retention of learning on their training database before transitioning a new employee into operations.

As a result of implementing PointClickCare SmartZone the Saber Healthcare team has come to realize the following benefits:

1. The impact and cost related to onboarding new staff, and refresher training for existing staff has been reduced. With PointClickCare SmartZone's comprehensive online training materials, training is easy to manage and easy to learn, based on the different learning styles of each employee.
2. Utilization and EHR adoption has been maximized across the organization. Staff skills and best practice levels have increased with the help of PointClickCare SmartZone.
3. Clinical and financial outcomes across the organization have improved, simply due to the fact that staff knowledge of the EHR has increased.
4. Resources previously put towards training have been reallocated to other important areas of the business such as caregiving purposes.

**Staff are happier and more confident now that SmartZone is implemented, with 90% of survey respondents recommending this training to colleagues.**

## Results at a glance.

- 25 facilities implemented in one-month vs. 28-months to implement and train three locations before SmartZone.
- The implementation of an effective training program has contributed to a 5% decrease in employee turnover rate with a significant reduction in difficulties in using the EHR being cited as reasons for leaving Saber Healthcare.
- Over a period of 10 months, Saber Healthcare achieved a 30% increase in EHR module utilization.
- Staff are happier and more confident now that SmartZone is implemented, with 90% of survey respondents recommending this training to colleagues.
- The ability to personalize the experience to match their workflows and procedures for the EHR.

PointClickCare is helping over 13,000 long-term and post acute care (LTPAC) providers meet the challenges of senior care by enabling them to achieve the business results that matter – enriching the lives of their residents and patients, improving financial and operational health, and mitigating risk. PointClickCare's cloud-based software platform is advancing senior care by enabling a person-centered approach to care, connecting healthcare providers across the senior care continuum with easy to use, regulatory compliant solutions for improved resident outcomes, enhanced financial performance, and staff optimization. For more information on PointClickCare's ONC certified software solutions, please visit [www.pointclickcare.com](http://www.pointclickcare.com).



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