

MINDFLASH CASE STUDY: HARMONY HOME HEALTH & HOSPICE



Streamlined compliance reporting & increased training completion rates for 400+ health professionals

Overview

Situation:

Harmony provides continuing education for its nurses, physical therapists, and home health aides as required by CHAP, Harmony's accreditation body. Harmony needed a scalable solution with powerful tracking and reporting that could be used by its geographically dispersed workforce.

Solution:

Harmony transitioned their training online to support ongoing compliance reporting requirements. The training team was able to quickly load PowerPoint files into Mindflash to create web-based courses with quizzes to track compliance.

Results:

Harmony Home Health and Hospice is now able to efficiently educate 400+ staff on proper patient protocols, ensure that quality care and compliance standards are met, and reduce time spent administering trainings.

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Mindflash is great, we have eliminated paper exams and trainings and are able to have more employees participate in a quick, efficient manner. We have more employees complete more trainings on a timely basis since using MindFlash.

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Laney Namanny
HR Business Partner
Harmony Home Health & Hospice

Situation

Harmony Home Health was founded in 1996 by Dennis Stong after a debilitating accident involving a family member drove him into the healthcare industry. Two decades later, this family run company has now grown into a multi-state enterprise with hundreds of nurses, physical therapists, and home health aides serving thousands of patients each week.

Ensuring that patients receive the best possible care is of utmost importance to Laney Namanny, Harmony's HR Business Partner and to the entire organization. To that end, Harmony offers all nurses and health aides monthly continuing education to cover best practices in areas such as oxygen therapy, diabetes care, care of the skin, and much more.

Training was previously held in person, with pen and paper. However, Harmony's geographically dispersed workforce rarely comes into the company's main offices as Nurses often work with from their patients' homes. Coming into a central location for training takes time and energy away from serving patients. Detailed training reporting requirements for CHAP accreditation in addition to managing hundreds of monthly training sessions became a significant administrative burden.

Solution

Harmony's training team evaluated Mindflash and found it to be an ideal solution to their problem. Using the information from their in person training sessions, Laney and her team uploaded PowerPoint files into Mindflash to create web-based courses. They added quizzes to ensure they could measure information retention. Nurses, physical therapists, and home health aides now access Mindflash-hosted courses from desktop and mobile devices anytime, anywhere; significantly speeding the education process and improved the training participation rates. Moving training to Mindflash has also eliminated the need for staff to visit Harmony's central offices for training each month, which reduced travel costs and ensures that health specialists have the time to provide quality compassionate care to the patients.

Results



400+ nurses, physical therapists, and staff now receive their training via Mindflash



90+ Courses, including Annual HIPPA and Harassment training, are now deployed online



Compliance reporting metrics are tracked and managed real-time



Employee training completion rates have improved significantly

Questions? Call us at [+1.877.771.1900](tel:+18777711900)