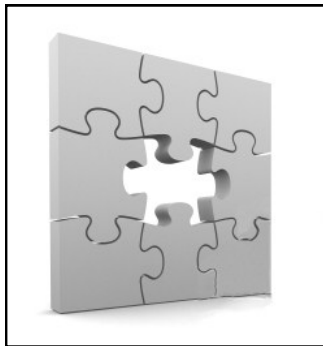


Mobile Training Reality

An Overview

RehabCare Group, Inc. (NYSE: RHB), established in 1982, is the fourth largest national provider of post-acute services in the nation, managing rehabilitation programs in partnership with over 1,260 hospitals and skilled nursing facilities in 41 states. The Skilled Nursing Rehabilitation Services Division provides and manages therapy services for both short-stay patients and long-term care residents. It is comprised of over 15,000 employees, with therapists delivering bedside point-of-care services and Program Directors managing the therapists and rehabilitation facilities.

The Challenge



RehabCare needed to deploy new enterprise software via a new point-of-service device, the Apple iPod Touch. With the transition to the new iPods, therapists who were unfamiliar with operating these handheld devices, needed to be trained on the new software and the actual functions of the device simultaneously. In addition, Program Directors (PDs) operating PCs

for daily tasks, needed to have a PC based training course for the new software. Successfully implementing a combined PC and mobile platform, unfamiliar technology with the new point-of-service devices, and new critical software across 1,260 geographic locations for 15,000 employees seemed like an impossible goal, not to mention a time-consuming task.

Historically, RehabCare had taken an approach of face-to-face training with PDs, preparing the PDs to transfer on new knowledge and instruction to the therapists - a time consuming approach that was unequipped to tackle the challenges RehabCare faced this time around.

RehabCare had specific goals they needed to accomplish while faced with the challenges of deploying the new enterprise software:

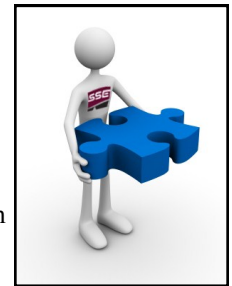
- Consistently deliver the same message to all 15,000 geographically dispersed employees
- Ensure proficiency both with the new software and the new handheld device being incorporated

- Quickly communicate software and important regulatory updates in the healthcare industry
- Minimize disruption with daily operations and client services to avoid any negative impact on patient care
- Bring future employees up to speed quickly with an adaptable training solution, not just a one-time fix
- Communicate success and progress throughout the organization with measurable results of the solution

With these aggressive goals and a 9-month time frame, it was ultimately determined that a blended eLearning /mobile learning approach would be the most effective way to meet the various needs of RehabCare's demanding challenge.

The Solution

RehabCare required a highly customized solution that could tackle all of these challenges at once. SSE created a web-based blended solution that would give PDs and therapists across the nation access to the same training platform for each respective position. However, training for the therapists was a two-fold since not only did they have to learn the new software application, but they also had to learn to operate the new iPods. It was determined they needed a mobile training solution deployed directly on the iPod device in order to deliver real-time training and minimize the effect on daily patient care. The solution was designed to recognize if a PD was accessing the program from a computer or a therapist from a handheld device and the proper content framework would appear accordingly.



The therapists program was designed with an upfront welcome presentation which covered the intent of the training program, a training handbook, awareness video tutorials, and meaningful simulation exercises. These learn-by-doing

simulations were developed to allow the therapists to rehearse using their application and the device with real-world scenarios, which ultimately improved the practitioner's

speed and accuracy in using the new software and mobile device. Printable job aids were also included as a take away measure for refresher learning. All solution elements were accessible in a Virtual Learning Community provided by SSE, for on-demand access to training. The complete training program consisted of eight awareness movies and eleven simulation exercises for a total "seat" time of two hours. The beauty of it was that the "seat" could be anywhere since the therapists could access the training right in the palm of their hand anytime from their new mobile device.



A PC-based interactive training course was developed for the Program Directors that included awareness videos, guided simulations, printable job aids and a cumulative post test, again all compiled in a Virtual Learning Community for access from their computers anytime. This training program incorporated nine lessons, for a total seat time of four hours.

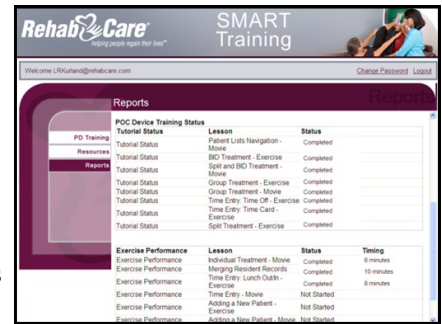
While including the proper blend of solution elements was important to a smooth transition, the content design of the lessons was even more crucial to ensure proficiency with the new software. SSE instructional designers incorporated two different levels of validation in the training lessons. The first was simple data entry. If a therapist was tasked with entering a patient name, the lesson would not move forward until the name was properly spelled. The second was data validation, meaning the data had to be placed in the proper field and/or the buttons navigated in the proper order. When a learner made a mistake with either element mentioned above, first a hint would be given and the second time, the screen would highlight the correct answer. This design element was in place to ensure mistakes were not reinforced and users were given an opportunity to learn through a guided feedback system.

To meet the challenge of quickly communicating new software and regulatory updates, SSE architected the solution in a way that allowed for simple swapping out of screenshots when needed. This architecture provides an efficient, cost-effective method over time to adjust to changes or updates and alleviate the training solution from becoming obsolete.

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The LMS was customized to gather user data from both the mobile devices and PCs so all user progress on training exercises could be recorded. The reporting structure was designed with an individual view, which allowed managers to track individual progress and schedule any face-to-face mentoring if needed. A hierarchical view of reports was also included allowing all levels of managers to track user progress and ensure that proper training was being completed.



Results



With the cutting-edge mobile and PC-based blended solution from SSE, RehabCare has completely transformed their training environment. With the model of this customized learning solution, existing employees had no downtime on the job and minimal disruption in day-to-day patient care. The Virtual Learning Community being hosted in SSE's custom LMS creates not only on-demand access for current employees who may need refresher training, but also opens the door to countless opportunities to push out future training to RehabCare's clinicians spread across the country, all with a consistent message. The tracking and reporting features allow RehabCare to obtain measurable results, ensuring the training is a success.

"With an employee base spread across more than 1,300 locations in the U.S., training and learning initiatives have been a logistical challenge. The orientation to our last system conversion took about two years to complete at a very hefty price. When we started planning for the deployment of the Smart system in our SRS division, we all agreed that web-based training would be the only way we could get everyone live on the system in a timely, cost-effective manner. Teaming with SSE to provide online training capabilities, not only for the Smart conversion but future initiatives as well, has produced a high-quality product that is geared towards our therapist learners and will allow us to train more people consistently, faster and at less cost."

- Pat Henry, Executive Vice President
SRS Operations, RehabCare Group

AWARDS



This solution received a **Certificate of Merit** from the **2010 Chief Learning Officer Learning in Practice Awards** in the E-Learning category.



This solution was awarded the **APEX Award for Publication Excellence for 2010** in the category of Education and Training, Electronic and Video Publications.