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**asera**care  
hospice®

LMS365 advances  
a continuous learning  
culture at **AseraCare**



# Challenge

## LMS365 supports the training needs of AseraCare

The hallmark of AseraCare's success is providing compassionate care when moments matter. To achieve this essential task, AseraCare must maintain a well-trained team that has skill in evidence-based practice and with a goal to meet the end-of-life expectations of the persons and families they serve.

The objective for AseraCare was to avoid the risk of silos that could potentially impede knowledge transfer across the organization and leverage a learning solution that integrated with their existing technology. Robust reporting functionality was also desired to meet the complex compliance requirements of the healthcare industry. AseraCare's desire was to build a continuous learning culture that could stay ahead of the dynamic pace of their industry. Their current Learning Management System (LMS) could not fulfill this vision and a more advanced solution was required; one that could be implemented quickly and reinforce the Aseracare culture.



***Having LMS365 as a life-long learning platform will allow AseraCare to recruit the best clinical talent, ensure continuous learning for that talent and provide an exceptional experience for each person and family we serve.***

Angela Sells RN, SVP Clinical Operations

# Solution

The search for an LMS to kickstart AseraCare's transformation began in the summer of 2018, when the lead training administrator, Stacy Kilgore, Clinical Education Specialist, teamed up with her IT counterpart. The new LMS needed to fully integrate within their Microsoft 365 ecosystem; single sign-on and act as an extension of their well-designed SharePoint environment - reinforcing the AseraCare cultural brand.

Another driver included the ability to leverage AseraCare's existing content created on Adobe Captivate by the training team, a key element to keep learning relevant, fun and engaging. In October of 2018, AseraCare selected LMS365 as their solution, confident the platform would deliver on their needs and provide full Microsoft 365 integration. Ease of use and compressed implementation time really mattered too.

AseraCare University went live in January 2019 after the training team created 115 courses and 10 training plans on LMS365 in less than 6 weeks and with just 12 hours of admin training. Initial roll-out focused on using this platform for AseraCare's annual compliance training and for onboarding new employees. Stacy Kilgore commented:

 ***Our concern was to find an LMS with a very small learning curve - easy to navigate and did not require extensive learner training. This was a huge plus factor for LMS365.***

# Results

The positive impact LMS365 had on AseraCare occurred immediately. The compliance department now has a real-time track and report functionality for HIPAA related training. Dashboard views, published due dates and email notifications made it easier for employees to complete training in a timely manner, while keeping managers actively involved in the process.

The LMS365 mobile application is a big hit with employees. About 50% of them are using LMS365 on their phones or tablets, expanding the flexibility of where and when they learn and train. This has helped lower costs by reducing classroom training and overtime.



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# Future

Strategically, LMS365 has become a positive change agent. Quick adoption, ease of use and the ability to use any content has now made the vision of Angie Sells, SVP of Clinical Services, possible: build a modern, continuous learning platform fully integrated within Microsoft 365. Next steps include adding virtual reality content and increased gamification to recognize and reward learners.

In 2019, AseraCare purchased licenses for Adobe Captivate in order to take their learning content to the next level. Power BI will soon expand reporting capabilities and better define learning metrics. By the end of 2019, AseraCare University's goal is to offer 200 courses in LMS365, extending the platform to volunteers, social workers and patient families. An example is an initiative to create a dementia care training plan that supports AseraCare's goal to deliver the best care possible at a very vulnerable time for this client set.

Having a life-long learning platform will allow AseraCare to recruit the best clinical talent, ensure life-long learning for that talent and endeavor to provide an exceptional experience for each person and family served.

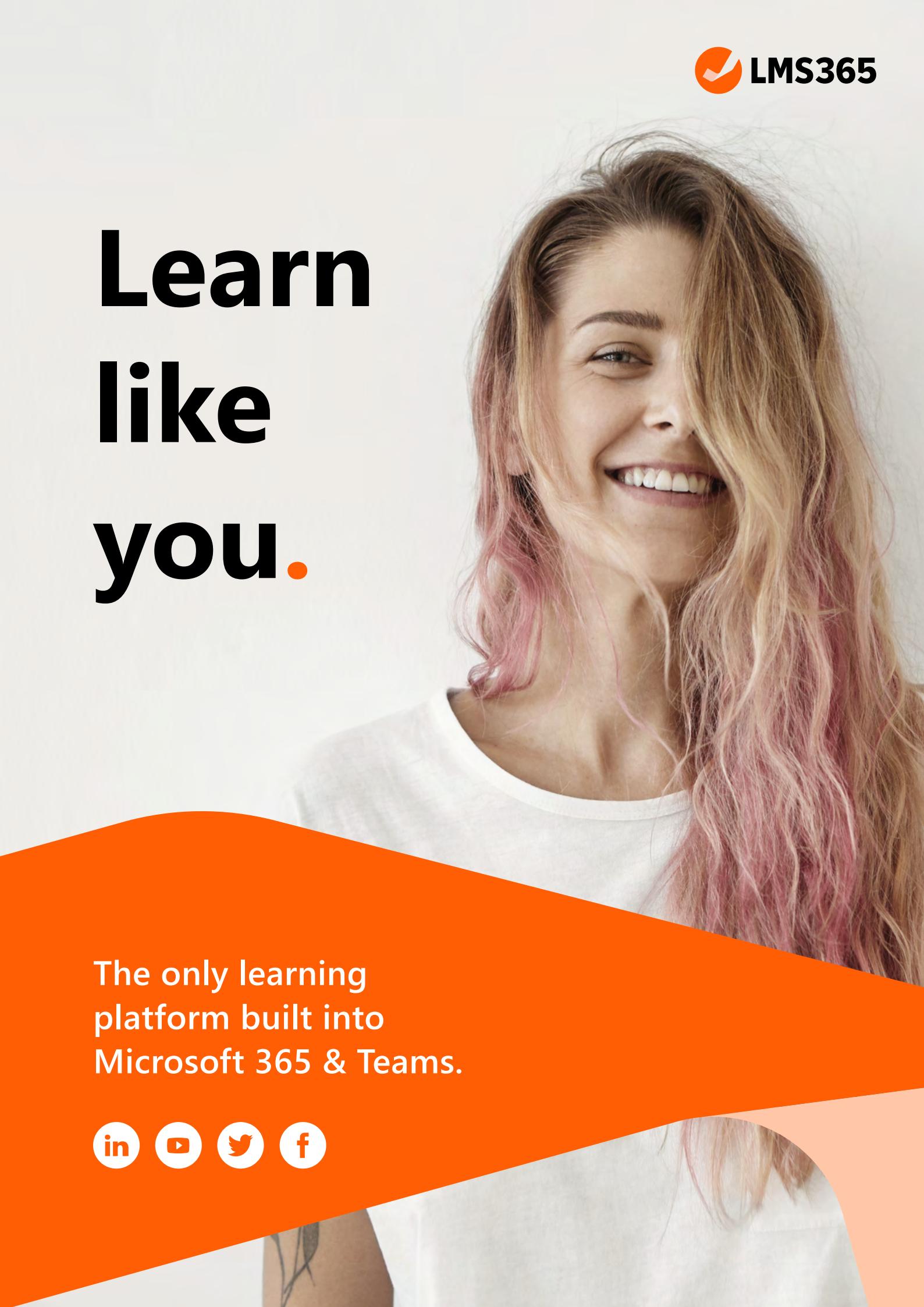
# About

AseraCare is a leading provider of palliative and hospice care in the United States in 50 locations in 18 states nationwide delivered by 1800 employees and volunteers. Built on a foundation of clinical excellence focused on providing exceptional compassionate care to their patients and families, the company consists of over 1300 employees, primarily nurses, nurse practitioners and social workers, and 500+ volunteers.

## Quick facts ASERA CARE

**Industry:** Healthcare  
**HQ:** Plano, Texas  
**Established:** 1993  
**Web:** [www.aseracare.com](http://www.aseracare.com)

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