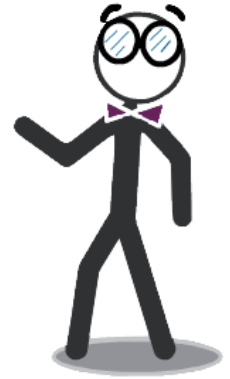


CASE STUDY



“Upstairs Solutions’ quality and content are the best in the industry and are essential to training our staff to deliver the highest quality care.”

– Cynthia Thorland
Director of Educational Resources
Life Care Services LLC



Life Care Services (LCS)

The following are highlights and tips from Life Care Services (LCS) Communities who are successfully using the Upstairs Solutions online training system. With more than 23,000 residents, Life Care Services LLC is a national leader in the planning, development, and management of senior living communities.

“If I had to pick a theme for success, I would say these communities thought about how to use the system to meet their needs and, in some cases, customize it to fit,” noted Cynthia Thorland, Vice President and Director of Educational Resources at Life Care Services LLC. “Upstairs gives you a great turnkey option, as well as flexibility for customization. Maybe most important is the change management piece so that if your community puts in more effort, you will see the rewards much faster.”

■ CANTERBURY ON THE LAKE

Susan Dembiec, CEO

- The quality of the training and flexibility of when the training can be accomplished cannot be beat with one-on-one in-services. The material is up to date and the content is presented in such a way that the person has to participate and validate their understanding of the material as they go along, as well as pass a quiz at the end of the module.
- Upstairs Solutions ultimately frees up the person responsible for in-services to do more one-on-one in-services or community-specific training.
- Upstairs Solutions solves the problem of getting to staff who only work midnights or weekends as well as the challenge of having an in-service person on all shifts, all the time.
- Canterbury on the Lake also uses Upstairs Solutions for “make up” information sessions. For example, if an employee misses a town hall meeting, we put a summary of that meeting on Upstairs Solutions for staff to view. Staff meetings that are missed, changes to policy, etc. can be posted to Upstairs Solutions using PowerPoint and assigned to an employee to ensure that the material is shared.
- Upstairs Solutions makes presenting training records to the state surveyors efficient and simple vs. copying individual sign-in sheets to show a person’s training record for the year.
- The modules are updated frequently and are geared to the departments the person works in.

HARROGATE

Kathy Hansen, Human Resource Director

- Harrogate has been utilizing Upstairs Solutions for about two years now. We looked into three other providers and the cost savings with Upstairs Solutions was unbeatable.
- Overall, the in-service program works well. The majority of staff are getting them done based on the annual calendar we provide, and it is so easy to print out reports and have everything on record. We did have to develop several powerpoint in services (in lieu of using Upstairs Solutions presentations) to make the information more “Harrogate” specific such as Bloodborne Pathogens and Hazardous Chemicals. But once we created them, it was a snap to send our programs to Upstairs Solutions to upload and add it to our library.
- You cannot beat the convenience factor. Staff has the ability to participate in these in services at home if they desire and the majority of them do. We purchased four lap top computers. Two are in our Health Center so they are available 24 hours/7 days a week unless the room is being used. The other two computers are located by the Human Resource Office and generally available 8:30 a.m. to 5 p.m. Monday thru Friday.
- 99% course completion rate



THE CEDARS OF CHAPEL HILL

Lise Morreale Williams, SPHR, Director of Human Resources

- Course offerings are very extensive and comprehensive while easy to navigate. The program has been enriching for the employees – many of whom do not have computers at home. This has been especially rewarding for them and a self-esteem builder.
- The record keeping and reporting aspect is efficient and time saving; makes demonstrating that you are compliant with training regulations easy.
- The cost is amazing. A competitor of Upstairs Solutions was going to cost us about \$10K per year as opposed to our cost effective monthly payment with Upstairs Solutions. We've been able to create our own slides to supplement the trainings, which I think is a great feature. The customer service they provide is great. Hands down a great product at a great price.
- 99% course completion rate

About Life Care Services™ Established in 1971, Life Care Services is based in Des Moines, Iowa, and is the nation's leading manager and marketer of senior living continuing care retirement communities. Life Care Services currently provides management services for more than 80 not-for-profit and for-profit senior lifestyle communities, serving nearly 27,000 residents in 29 states and the District of Columbia. Life Care Services is a business line of LCS.

About LCS™ Based in Des Moines, Iowa, LCS is a leading provider of lifestyle services and products for people as they age. The company operates business lines focusing on planning and development, operations management, marketing and sales management for senior living communities, home health care and companion services, senior living community ownership, insurance, international senior living consulting services, and national volume purchasing services. LCS is an equal opportunity employer hiring skilled and professional employees to better serve the customer. The company was established in 1971 and is a recognized national leader in senior living communities and aging services. Visit LCSnet.com for more information.

