To optimize and maintain excellence in patient care, home health care organizations must stay current with the latest clinical practices and standards of care. For large home health care organizations, which dispatch a myriad of care providers to multiple home locations every day, it is critically important that they deliver high-quality, evidence-based care consistently and efficiently across their organizations.

ViaQuest, a veteran-owned company that provides home health, hospice, and mental and behavioral health care to patients in Ohio, Indiana, and Pennsylvania, chose Mosby’s Orientation to Home Health Care (MOHHC), Elsevier Home Health Care, and CHEX eLearning Library by Corridor — all solutions from the Elsevier Home Health Care Suite — to help it achieve operational efficiency from the moment an employee is hired.

Kathy Richard, MBA, RN, Chief Clinical Officer at ViaQuest, and Brian Weisenberger, RN, BSN, Director of Clinical Education at ViaQuest, say that the solutions from the Elsevier Home Health Care Suite are a great fit for the organization. MOHCC, a comprehensive online continuing education course that prepares nurses, therapists, and other health care workers to provide care to patients in a home setting, has helped the company improve its employee orientation process; the CHEX eLearning Library provides resources and tools to keep employees up-to-date on current practice standards; and Elsevier Home Health Care has proven to be an essential clinical resource accessible on a laptop or mobile device that combines evidence-based skills and procedures, patient education, drug information, and competency management tools.

“Elsevier Home Health Care is an intuitive, flexible platform providing staff and patient education that is up-to-date with current standards of care.”

– Brian Weisenberger, RN, BSN, Director of Clinical Education, ViaQuest Inc.
ViaQuest introduced its solutions from the Elsevier Home Health Care Suite to employees during annual staff training. Through the Home Health Care Suite, ViaQuest was able to combine evidenced-based content from Elsevier with ViaQuest-specific materials to create customized modules that were appropriate for specific staff roles and responsibilities.

“Modules are easily created for different roles, ensuring the correct staff receives the intended training,” Weisenberger says. “Reporting is easy to generate and creates easily identifiable action items.”

**CENTRALIZED CLINICAL AND PATIENT EDUCATION**

Prior to implementing Elsevier Home Health Care, ViaQuest used multiple systems to provide staff and patient education. “The majority of this was paper-based, which created obstacles for our staff to obtain access to skills and patient education information when needed,” Richard says. The previous system was also difficult to navigate and had limited reporting functionality.

ViaQuest staff identified having a single user-friendly system that provides consistent clinical and patient education materials as being very important to them. Elsevier Home Health Care has delivered on all of these things to help nurses, therapists, and other members of the health care team make confident, accurate decisions anytime, anywhere.

“Staff members have been positive about having a system that is easy to navigate, user friendly, and provides training that is based on current standards.”

– Brian Weisenberger, RN, BSN, Director of Clinical Education, ViaQuest Inc.

**COMPREHENSIVE COMPETENCY TRAINING AND MANAGEMENT**

With the learning management system in Elsevier Home Health Care, ViaQuest can set training objectives, deploy and track education, coordinate virtual and in-person events, conduct competency and orientation assessments, and track licensing and certifications to ensure regulatory compliance.

“Having centralized training allows us to assign modules consistently across the organization,” Weisenberger explains. “Available reports provide us with an easy way to monitor individual progression through training, accountability across the organization, and efficient reporting to our HR department.”

When Elsevier Home Health Care is paired with the CHEX eLearning Library, nurses, therapists, and other members of the home health care team have access to the resources they need to expand their knowledge of the latest practice standards. The CHEX eLearning Library simplifies competency management for home health care and hospice organizations with OASIS competency testing and ICD-10 education.

“The setup of the OASIS lessons has been identified as particularly helpful,” Weisenberger says. “We are using these lessons to create greater understanding of OASIS requirements and documentation best practices across the organization.”

Through the CHEX eLearning Library, ViaQuest staff members can even earn continuing education credits.
Now that ViaQuest has a centralized system for training, clinical skills, patient education, and competency management, the company plans to begin linking Elsevier training to reportable outcomes. “We are confident that as we continue to build knowledge with our staff through Elsevier, we will see a positive trend in both process and outcome measures,” Richard says.

ViaQuest leadership sees extraordinary value in leveraging an electronic platform to easily create lessons and modules, assign training to individuals and groups, monitor progress toward module completion, and create reports for human resources.

The Elsevier Home Health Care Suite allows home health care organizations to address the challenges associated with orientation, continuing education, and competency management. Comprehensive and web-based, the suite includes evidence-based eLearning, skills and procedures, and competency management resources to help home health care organizations maintain regulatory compliance, improve care consistency, and promote optimal patient outcomes.

For more information or to request a demo, please visit ElsevierHomeHealth.com.