Welcome To Kindred Hospice

Today’s Session Objectives:
• Welcome you to the Kindred Hospice Team!
• Describe Orientation processes and resources
• Discuss elements for success
  – Checklists
    • Employee
    • Track
    • Core
    • Competence/Skill
  – Schedule/Calendar
  – Class Materials
  – Customer Support
Hospice Orientation Overview

- Employee Checklist
- Core Checklist
- Orientation Track Checklist
- Experience/Skill Checklist
  - Stay within your Track’s Training Week
Your Adventure Begins Today!

- Clinical employees will begin your hospice adventure with a ride along visit your first week!
  - After health screening and OSHA/Safety training complete

Kindred at Home Learning

A step-by-step guide on how to navigate your Learning Management System
Kindred at Home Learning

• Simple, learner-friendly design
  • Kindred at Home Learning (KAHL) your Learning Management System (LMS)
  • Relias platform

• Over 1000 courses available

• Fast, mobile-friendly, 24h/day access
  – Requires Adobe Flash player
  – iPad requires Adobe Connect App
  • For Virtual Classes

Learner Interface Tour

LOGIN PAGE:  KindredatHomeLearning.com
• Only use Chrome, Safari or Firefox
• Prompt to input recovery email and answers to security questions
• Administrators / Supervisors are unable to view users’ passwords, but are able to proxy login as a learner for troubleshooting and assistance with resetting passwords.
Learner Interface Tour

MAIN PAGE

WELCOME TO KINDRED AT HOME LEARNING
Learner Interface Tour

MAIN PAGE – Licenses & Certifications

Enter your work Email address

Certificates
Course change notification
Communication with Instructors
Reminders
Learner Interface Tour

BROWSE ELECTIVE COURSES - ADD COURSES

Learner Interface Tour

BROWSE and ADD COURSES
Learner Interface Tour

BROWSE and ADD COURSES (Search Filters)

Learner Interface Tour

BROWSE and ADD COURSES
Learner Interface Tour

VIRTUAL EVENT ENROLLMENT

Take a class (SPW, e-Learning or Virtual Event)
Learner Interface Tour

TAKE A COURSE

PRINT CERTIFICATE

• Print from the Course Screen or Transcript
Learner Interface Tour

PRINT TRANSCRIPT

VIRTUAL EVENTS (LIVE): Select Times (all listed in EST)
Learner Interface Tour

KINDRED AT HOME LEARNING RESOURCES

Learner Interface Tour

TAKE A CLASS (SPW, e-Learning, Virtual)
Learner Interface Tour

EVALUATION

Kindred at Home Resources
Job Aids

Virtual Classroom Tour
Technology

- We encourage you to take classes in the office on an IT Customer Support supported computer
- We do not recommend you attempt virtual classes with an iPad
  - If no alternative,
    - Format iPad for class participation
      - Download the Adobe Connect Mobile App
    - Assure you are comfortable navigating the iPad
  - Call IT Customer Support / Preceptor / Orientation Host if you need assistance

Virtual Pre-Class Preparation

Virtual Classroom access:
- Launch the class at least 10-15 minutes prior to the start time
- Log into KAHL via your site’s computer (preferred) or iPad
- From your My Learning page > Current Training tab
  1. Locate the Course title and (Click) on Take Now or Go To Event
  2. (Click) Start to open and Print or Save the Class Materials
  3. (Click) Start to Launch the Virtual Class, begin e-Learning course or open the SPW
     - If a Virtual Event, the meeting login screen will appear
     - Enter as a Guest, type in your first and last name, and (Click) Enter Room
Virtual Pre-Class Preparation

Audio access:
- Dial into the Conference Line at least 10-15 minutes prior to the start time
  - When asked to “State your Name followed by the # sign do not say anything – instead press #
- Once dialed in Mute your audio by dialing *6 (star 6) on your phone’s keypad
- Read and follow all Information instructions posted in the classroom
- Please note all times in the LMS are EASTERN TIME
- Classes begin promptly at the scheduled time and the classroom is then closed/locked

Orientation Schedule
Virtual Classroom Tour

Virtual Classroom Functions

Raise Your Hand function
- Down arrow next to raised hand icon on top toolbar

Chat Pod
- Type into the blank space at the bottom of the pod
- Select the ✉️ icon to submit
Virtual Class Roster

Sign-in Attendance Roster:

- Follow the instructions on the screen
- Include Full Legal Name
- Role or Title
- Program’s Location
- List all attendees on separate lines
- Attendees MUST Be Enrolled in the Event prior to class start time and not on the Waiting List in order to obtain credit for attending

Virtual Classroom Access

- A frequent complaint from attendees is that late arriving participants cause disruption to the classroom environment
- To be respectful of those attending, the classroom is closed 15 minutes after session start time
  - CE approved classes will be closed 5 minutes after start time
- Late or unable to attend?
  - Unenroll from the event and register for a future session
- No Credit is available for audio-only attendance
- No Credit is available for attending while listed as “Waitlist” status
Virtual Classroom Exiting

Once the event is over
• Make sure your information is completed accurately on the Roster
• Do not walk away from the computer until you Exit out of the classroom
  – White x in red box, upper right corner
  – Hang up phone
  – Complete the Event Post-Test
    • Available after the scheduled session end time
  – Complete the Event Evaluation

Virtual Classroom - iPad

Install the Adobe Connect Mobile App from the App Store
Virtual Classroom - iPad

Virtual Courses with the iPad

Technical Assistance

- IT Customer Support
  - Kindred: 1-800-836-0376
  - Gentiva: 1-800-944-4357
    - Password resets, assignments, “How To” inquiries
- General System Inquiries
  - Email: IS-LearningManagementSystem@Kindred.com
- Telephone connectivity issues
  - Hang up, dial back in
  - Try a different phone
- Computer connectivity, printing, course access, assignment issues
  - Close out all open windows
  - Re-launch KAHL
  - Notify someone at your site about the problem
Kindred Hospice’s Learning and Professional Development Department

Learning and Professional Development

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Reminders

You must be Enrolled in a Live Event in order to obtain access to the Course Completion elements.

There is an Attestation associated with today’s Event.

Reminders

- Please do not forget to complete your orientation surveys!
- They will be auto assigned at 7-45-90 day intervals
- We appreciate your comments and suggestions so we can make everyone’s orientation experience a smooth and successful process!
Questions and Answers

To ask a question:

• Take your phone off of MUTE (*6)
  OR
• Type your question in the Chat box