

# Design Document

## Training Title: Vitality Rehabilitation Oasis Concierge Training

<b>Business Goal and Problem</b>	<p>The business goal is to maintain an average monthly occupancy rate of 80% or higher. Due to the poorly managed previous ownership, the occupancy rate is currently at 60% in the rehab department. With proper implementation and training of the new Concierge Team, rehab guests and their families will receive a more positive, professional, and elegant experience, which will result in better reviews, more guest and resident referrals, and overall increased occupancy in the rehab department. Increased occupancy will result in increased revenue. With the increased revenue, the owners will have the resources to enhance and update the amenities and hire additional staff as the occupancy rate reaches new heights.</p>
<b>Target Audience</b>	<p>The target audience is the new concierge team members. These new concierge team members are middle-aged, professional men and women. They have a minimum of a 4-year college degree and have experience in general customer service in the healthcare industry.</p>
<b>Learning Objectives</b>	<p><b>Terminal LOs:</b></p> <ol style="list-style-type: none"><li>1. Communicate openly with guests (patients) and their families about the care they're receiving.</li><li>2. Assist guests and their families with practical needs.</li><li>3. Provide emotional support to guests and their families during their rehabilitation journey.</li></ol> <p><b>Enabling LOs:</b></p> <ol style="list-style-type: none"><li>1. State the purpose of being the guest and family liaison.</li><li>2. State examples of practical needs.</li><li>3. Identify emotional support resources.</li></ol>
<b>Training Recommendation</b>	<p><b>Delivery Method:</b></p> <ul style="list-style-type: none"><li>• e-Learning built in Articulate Storyline 360</li></ul> <p><b>Approach:</b></p> <ul style="list-style-type: none"><li>• A combination of a Continuous Scenario and a Concentrated Scenario:<ul style="list-style-type: none"><li>○ Attention-grabbing scenario in the beginning with most of the same avatars sprinkled throughout the course, including on the Congratulations Slide.</li><li>○ Concentrated Scenario throughout the course will guide the learner on a simulated Concierge Training Tour with guest examples that align with the Terminal Learning Objectives.</li></ul></li></ul>

<b>Training Time</b>	Approximately 16-20 minutes
<b>Deliverables</b>	<ul style="list-style-type: none"> <li>• e-Learning module developed in Storyline 360</li> <li>• .story file</li> <li>• Published zip file in a SCORM compliant format</li> <li>• Storyboard including script</li> <li>• Job Aid (Canva)</li> </ul>
<b>Training Outline</b>	<p> <b>A. Welcome Slide</b>  <b>B. Navigation Slide</b>  <b>C. Learning Objectives Slide</b>  <b>D. Main Course Content Slides (please see detailed outline below beginning with “Subtopic 1: Guest and Family Liaison” and ending with “Subtopic 3: Emotional Support Resources”)</b>  <b>E. 3 Knowledge Checks throughout Main Course Content Slides (1 after Subtopic 1 and 2 after Subtopic 2)</b> </p> <p><b>Subtopic 1: Communicating Openly</b></p> <p><b>Action this section maps to:</b> Act as a primary point of contact for guests and their families.</p> <p><b>Patient and Family Liaison:</b></p> <ul style="list-style-type: none"> <li>• Use the term “guests” instead of patients.</li> <li>• Act as a primary point of contact for guests and their families.</li> <li>• Address inquiries from guests and their families.</li> <li>• Provide information about the facility's services.</li> <li>• Facilitate communication between guests, their families, and healthcare providers.</li> <li>• Communication can be in person, on a phone call, and through auto text reminders (for generic information).</li> <li>• Ensure that concerns are addressed promptly and effectively.</li> <li>• Coordinate appointments: <ul style="list-style-type: none"> <li>○ Therapy sessions.</li> <li>○ Other services to streamline the guest’s rehabilitation journey.</li> </ul> </li> </ul>

- Enhance their overall experience.

### Knowledge Check #1 (after Subtopic 1)

### Subtopic 2: Assisting with Practical Needs

**Action this section maps to:** Assist guests and their families with practical needs.

#### Assistance with Practical Needs:

- Assist guests and their families with practical needs:
  - Transportation arrangements.
  - Accommodation options for family members.
  - Coordinating meal delivery services.
    - **Example:**
    - If a guest is unable to eat a certain food or use a certain utensil due to their disease, illness, condition, or side effect of medication, they will need another meal delivered to them.
    - If a guest is unhappy with a certain meal they receive from the dining room, you can find out what they prefer and have the meal delivered from a local restaurant as long as the guest is not on any dietary restrictions.
    - **Important Tip:** Be sure to add a note to the guest's medical record to prevent this from happening again.
- Help guests and their families feel more comfortable and engaged during their stay by providing information about the following:
  - Facility amenities:
  - Private Rooms
  - Luxury Accommodations (hotel-like experience)
  - Technology Integration
  - Therapy Rooms
  - Spa and Wellness Center
  - Gourmet Restaurant-Style Dining

- Indoor Pool
- Relaxation Oasis
- Recreational activities.
- Yoga and Meditation Classes
- Art Therapy Sessions
- Music Therapy
- Nature Walks and Outdoor Activities
- Cooking Classes
- Wellness Workshops
- Pet Therapy Oasis
- Special events:
  - **Live Music Mondays:** Every Monday 2-4 PM
  - **Terrific Tuesdays Birthday Bash:** Every Tuesday (for birthdays occurring Monday through Sunday of that week) 5-7 PM
  - **Family Fridays:** Every Friday 6-8 PM
  - **Fun Day Sunday Game Day:** Every Sunday 1-3 PM
  - **Holiday Celebrations:** On or around each holiday (TBA)
- Handling special requests or accommodations:
  - Arranging for specific dietary preferences.
  - Organizing family gatherings.
  - Coordinating visits with therapy animals: (usually take place in the Pet Therapy Oasis or the therapy pet can visit the guest's room).

### **Knowledge Checks #2 and #3 (after Subtopic 2)**

### **Subtopic 3: Providing Emotional Support**

**Action this section maps to:** Provide emotional support to guests and their families during their rehabilitation journey.

- **Examples and resources for providing emotional support:**
  - **Active Listening and Empathy:**
    - Take the time to actively listen to guests and their families.

	<ul style="list-style-type: none"> <li>■ Acknowledge their emotions.</li> <li>■ Demonstrate empathy.</li> <li>■ Provide a compassionate presence.</li> <li>■ Offer words of encouragement.</li> <li>■ Validate guests' and families' feelings, helping them feel understood and supported during challenging times.</li> <li>○ <b>Providing Information and Reassurance:</b> <ul style="list-style-type: none"> <li>■ Offer clear and accurate information about the rehabilitation process, treatment plans, and expected outcomes to guests and their families.</li> <li>■ Address any concerns or uncertainties.</li> <li>■ Provide reassurance about the quality of care provided.</li> <li>■ Offer guidance on coping strategies and resources available to support emotional well-being.</li> </ul> </li> <li>○ <b>Facilitating Support Networks:</b> <ul style="list-style-type: none"> <li>■ Connect guests and their families with: <ul style="list-style-type: none"> <li>● Support networks.</li> <li>● Peer groups.</li> <li>● Counseling services to help them cope with emotional challenges.</li> <li>● Facilitate connections with other guests and families to foster a sense of community and mutual support.</li> </ul> </li> </ul> </li> </ul> <p><b>F. Summary Slide</b></p> <p><b>G. Assessment Slides (Introduction, Questions, and Results)</b></p> <p><b>H. Congratulations Slide</b></p>
<b>Assessment Plan</b>	<p><b>Level 2 Assessment:</b></p> <p>There will be 3 ungraded scenario-based Knowledge Checks of moderate interactivity with immediate feedback after each question, which will assess and review the content related to the Terminal Learning Objectives. Each Knowledge Check will provide 2 attempts, unless it's a True/False, which will only provide 1 attempt. Additionally, there will be a 5 question scenario-based summative assessment where learners will be required to earn at least 80% to pass with unlimited attempts. Instead of immediate feedback after each quiz question, there will be feedback provided after all questions are answered.</p> <p><b>Level 3 Assessment:</b></p> <p>2 months after the training, the learners will be observed by the Concierge Supervisor and Head</p>

Concierge Trainer. Feedback will be gathered from the Concierge Supervisor and Head Concierge Trainer and provided to the new Concierge Team Member, followed by an interview of the learner. 4 months after the training, a Performance Evaluation will be conducted by Concierge Supervisor and Head Concierge Trainer on the learner. The 4 month Performance Evaluation will be compared to the prior 2 month observations. Evaluations and data analysis will occur again at the 6 month anniversary and then annually thereafter.