

# Revitalizing Home Care Training: A Gamified Approach to Real-world Preparedness





## Transforming Home Healthcare Nursing Training

As populations age in numerous countries, there's a growing necessity for home-based care. Catering to the health requirements of senior citizens has become more critical than ever. The home healthcare sector witnesses significant employee turnover, and understanding the pivotal role caregivers play in bridging businesses and their clients is crucial for thriving in this field.

Faced with staffing challenges, Integra's client, a leading provider of home care services, recognized the vital importance of not only equipping their team with the right skills but also of continuous training. They believed that by enhancing employee contentment through proper training and development, they could directly elevate the satisfaction levels of their clients.

## Business Requirement

The original training content was critiqued for its heavy reliance on theoretical understanding, which overshadowed the practical knowledge and the real-world challenges that learners regularly confront in their work setting.

- The client sought a tailored solution prioritizing enhanced engagement and interactivity.
- They also wanted to take a mobile first approach to enable anytime anywhere learning considering the heavy work schedules care givers had to go through



## Integra's Approach

In response to the client's articulated need for an engaging and interactive training solution emphasizing real-world relevance, Integra's learning solutions team developed a highly engaging and interactive training module through:

### Content Curation, Gamification & Scenario-Based Learning:

- From a vast repository of materials, the team meticulously identified the most relevant learning content.
- This content was subsequently transformed into a gamified format, incorporating game mechanics, interactive challenges, and rewards.
- Additionally, scenario-based learning modules were introduced, simulating real-life challenges caregivers often face, ensuring training applicability.

### Individualized Design Approach:

- The game elements crafted for the custom solution were distinctly tailored to prioritize the individual learner.
- The design was geared toward creating an experience that catered to the unique needs, preferences, and learning patterns of each participant, resonating with the client's aspirations for practical and tailored training content.

### Assessments and Feedback:

- To ensure that the learning was effective and applied, periodic assessments were introduced.



- These assessments were designed not just to test knowledge but also to gauge the applicability of learned skills in real-life situations.
- Feedback mechanisms were also incorporated, allowing for continuous improvement and adaptation of the training materials based on learner performance and needs.

## Outcome

- **Boosted Caregiver Competence:** The gamified and scenario-based learning modules ensured caregivers were aptly prepared to tackle real-life challenges, bridging the previous gap between theoretical and practical training.
- **Elevated Employee Retention:** By focusing on an individualized training approach, the organization created a more engaged workforce, addressing the industry-wide challenge of high turnover.
- **Client Satisfaction Surge:** With caregivers receiving more hands-on and relevant training, the quality of service improved significantly, leading to an increase in overall client satisfaction.







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