BEYOND COMPLIANCE

Creative LMS Strategies to Engage
Adult Learners in Long-Term Care

Megan Fretto, SHRM-SCP
Director of Human Resources
Kendal at Ithaca

Highlights

Introduction

- **Current Role:**
  - Director of Human Resources since July 2025
  - Part of Kendal community since 2021
- **Experience:**
  - Over 10 years in healthcare HR
  - Focus on workforce development, engagement, and compliance
- **Education:**
  - Master's in Human Resources and Employment Relations, specialization in Staffing & Training, Penn State University
  - Bachelor's in Business Management, St. John Fisher University
- **Certifications:**
  - SHRM–SCP
  - Additional credentials in workplace engagement and learning facilitation

Talent Development

Talent development is the strategic process of building employees' knowledge, skills, and abilities to support both individual growth and organizational success.

It includes training, career development, leadership programs, and ongoing learning opportunities designed to improve performance, engagement, and retention while preparing the workforce for future needs.

REGULATORY REQUIREMENTS

- **CMS**: 42 CFR § 483.95 Behavioral Health, Communication, etc.
- **Labor Laws**: FLSA, OSHA, Sexual Harrassment Prevention, etc.
- **State DOH**: Infection control, Dementia Education, Medication Administration, LGBTQ+ Older Adults, etc.

How is Healthcare Learning?

The average cost per staff member in healthcare is **$963 annually**, with an average of **19.5** learning hours.

- **34%** of hours are online

- **27%** of hours are in person

- **24%** of hours are blended

- **15%** of hours are "other"

Learning Theory

Pedagogy	Andragogy
The art and science of teaching children.	The methods and principles used in adult education.

Rules:
1. Passive recipients of content.
2. Bring few experiences that can serve as a resource.

Rules:
1. The why
2. Bring experience
3. Self directed
4. Prefer relevance
5. Problem-solving approach
6. Internally motivated

This is not the same of adults.

We must consider these rules when providing education to our workforce.

Practical Application

How can we as employers and educators meet the needs of our adult learner staff members while ensuring compliance?

- **Explain The Why** –
    - Present hypothetical or real situations that an employee might face.
    - Clearly communicate the risks of non-compliance.
- **Prioritize Bite-Size Learning** –
    - While there's no single "perfect" length, research consistently points to shorter modules.
    - Each microlearning module should focus on a single, clear objective.
- **The Delivery Method is Important** –
    - Effective training programs use a mix of instructor-led classroom sessions, online e-learning, and on-the-job training.
    - Add quizzes, polls, drag-and-drop exercises, and other interactive components within e-learning modules.
    - Training best practices recommend using gamification, points, and rewards to encourage active engagement.

Case Study: Kendal at Ithaca
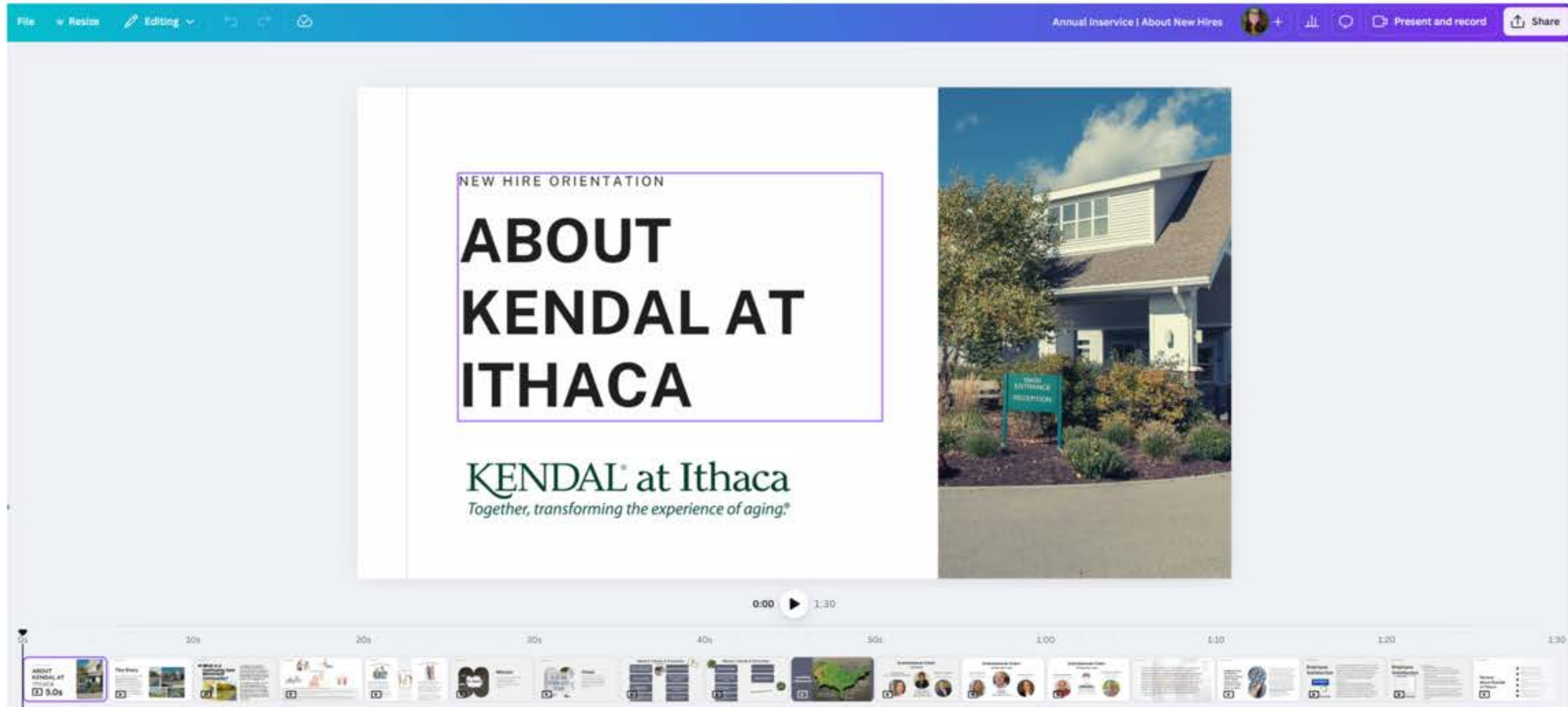
Videos are produced for each subject, with an average length of 3-5 minutes | Tool Used: Canva

Case Study: Kendal at Ithaca

CONTENT

To add a lesson, click on the + Add Lesson button (or the + button next to the course/lesson title). Click on the lesson title to change the content. Reorder by dragging and dropping using the handle to the left of the lesson title.

+ Add Lesson

Introduction & Instructions

▼ About Kendal at Ithaca

    Exam

▼ Diversity, Equity, Inclusion & Belonging

    Exam

▼ Corporate Compliance & Quality Assurance Performance Improvement (QAPI)

    Exam

▼ Health Insurance Portability and Accountability Act (HIPAA)

    Exam

▼ Resident Rights / Abuse, Neglect and Mistreatment

    Exam

▼ Infection Control, Bloodborne Pathogens and Other Diseases

    Exam

▼ Common Breathing Emergencies and Choking Maneuver
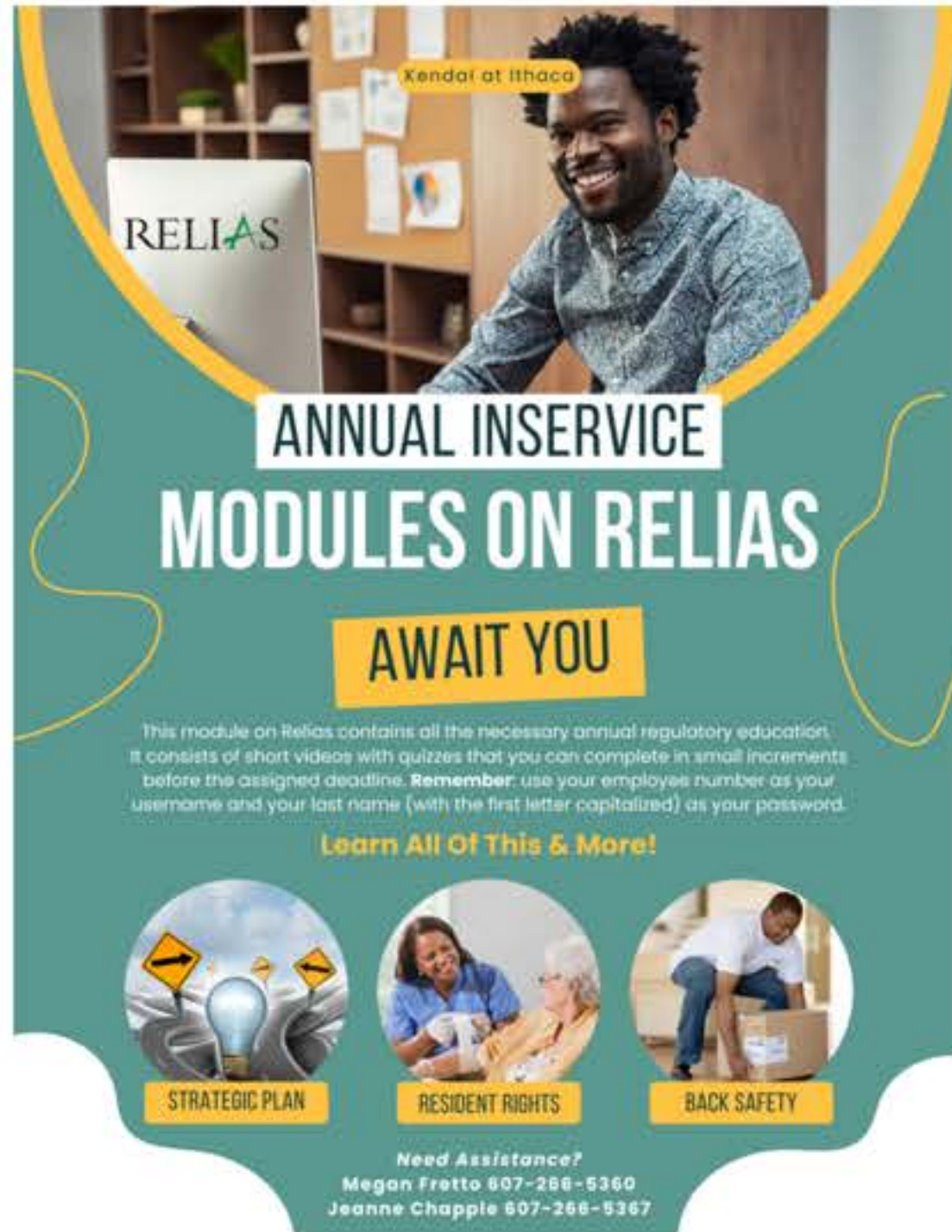
    Exam

▼ Fire Safety and Emergency Operations

    Exam

Videos are uploaded individually into an LMS Module, with subject related quizzes after each | Tool Used: Relias

Case Study: Kendal at Ithaca

Each staff member is assigned annually based on hire date, notification provided of assignment 60 days prior | Tool Used: Canva, Relias Reports, Microsoft Word – Mail Merge

Case Study: Kendal at Ithaca

2025 Annual Inservice

1 SCHEDULE

Frequency
⦿ Monthly ◯ Weekly

Day of Month *
15

File Format *
Excel (XLSX)

Subject
2025 Annual Inservice Completion History

Message
View course completion records for individual course: 2025 Annual Inservice. Please note that there are a wide variety of due dates, please discuss upcoming due dates with your staff.

2 RECIPIENTS

☐ Remove   + Add Users

		User	Email
☐	📖 ✉	Amaker, Shjon	ShjonAmaker113@gmail.com
☐	📖 ✉	Beeman, Taylor	taylorbeeman321@gmail.com
☐	📖 ✉	Borden, Theresa	tborden@kai.kendal.org
☐	📖 ✉	Campbell, Kelley	kcampbell@kai.kendal.org
☐	📖 ✉	Chapple, Jeanne	jalicechap@gmail.com
☐	📖 ✉	Chontey, Danielle	DChontey@kai.kendal.org
☐	📖 ✉	Cole, Kasey	kcole@kai.kendal.org
☐	📖 ✉	Crossgrove, Thomas	Tcross@kai.kendal.org

KENDAL at Ithaca
Together, transforming the experience of aging

Annual Performance Evaluation Form

Employee Name: Click or tap here to enter text.

Department: Choose an item.   Date of Performance Evaluation: Click or tap to enter a date.

1. Review of goals from previous evaluation:

Click or tap here to enter text.

2. Date of last Annual Inservice completion: Click or tap to enter a date.

    a) Demonstrates behavior consistent with our Kendal Values, and adheres to the Code of Conduct while performing duties: Choose an item.
    b) Completion of other required in-services: Choose an item.
    c) If applicable, completion of Clinical in-services: Choose an item.

3. Date of last annual physical/PPD completion: Click or tap to enter a date.

4. Licensure/certification status (if applicable): Click or tap to enter a date.

5. Supervisor/Employee review of job description (choose one):

☐ Job description found to be aligned with Kendal's mission; no revisions needed at this time

☐ Job description revisions to be made by manager

☐ Job description not yet reviewed; alternative date for review to be scheduled

Automated reports are generated to send incomplete modules to Supervisors for Follow Up & Performance Reviews Reflect Compliance | **Tool Used:** Relias Saved Reports

Case Study: Kendal at Ithaca

Contests for compliance are held on occasion to boost participation | Tool Used: Canva, Relias Reports, Wheel of Names

Case Study: Kendal at Ithaca

Annual Inservice

Total Assigned Staff Members	On-Time Completions	Late Completions	Non-Compliant
14	**12**	**2**	**0**

98% — Current Compliance Rate

85.7% — On-Time Compliance Rate

0% — Non-Compliance Rate

Questions & Comments

Contact

Megan Fretto, SHRM-SCP

Director of Human Resources, Kendal at Ithaca

607-266-5360

kai.kendal.org

mfretto@kai.kendal.org