Customers and Staff Reap the Benefits of Custom Certification

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About RANA

• Manitoba Company
• Western Canada Based
• Founded in 1988 in Morden Manitoba
• Respiratory Care focused
  – Sleep Disordered Breathing
  – Oxygen Therapy
  – Pulmonary Function
• 120 Staff
About Eclectic

• Manitoba company
• Founded in 1992
• Business communication training
• Customized learning and development programs
Scope of Practice
Scope of Practice
Client Care
Consistency
Confidence
Clarity
Weight
Process not event
Celebrate
Stand Behind
Assessing Performance Needs

• Determine the appropriate skillset and competencies for an SAT.

• Identify the skill gap between a skilled Customer Service Coordinator and a Sleep Apnea Technician.
Designing Training

- Clinical Skills
- Medical Equipment
- Office Proficiency Skills
- Serving our Clients
- Performance Excellence
- Putting Your Knowledge into Practice
- Practicum
Designing Training

- Online self-paced
- Reference material and job aids
- Manufacturer training
- Videos
- Coaching
Supporting Transfer of Learning

• Real workplace examples used for scenarios
• Course content, examples and activities linked to job requirements
• Training program supported by all levels of staff
• Job aids incorporated into training
Evaluating Training

- **Reaction**: How did learners react to training?
- **Learning**: To what extent did learners improve?
- **Results**: What benefits is the organization receiving?
- **Transfer**: Did behaviours change in the workplace?
Janet Reichert
Senior Client Service Coordinator
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Brandon, Manitoba
Results

Win Win Win Win Win

Good for the Client
Good for the System
Good for RANA
• Highly trained staff
• More time with staff
• Access to processionals
• Lower cost delivery
• Enhanced service
• Enhanced outcomes
• Better Retention
• Reduced staff expenses
• Improved customer satisfaction
• Higher confidence in delivery
• Consistency of process
- Expanded Authority
- Enhanced Responsibility
- Use professional skills
- Opportunity as trainer
• Career Path
• Enhanced training
• More support
Tips: Process

• Well Articulated Vision – clear business goals
• Review process clear and defined
• Consistent business team for content/review
Tips: Certification

• Process not event
• Focus on multiple competency development
• Allows for goals and celebrations
• Allows for conversation with staff
• Buy-in from all staff critical
• Job design – needs to be a place to go.
Tips: External Partner

• External Partner
  – Kept RANA Accountable
  – Asked noob question
  – Remove/challenge jargon
• Trust – they are experts in their field
• Partnership
Next Steps for RANA

RANA Certified
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