



KINDRED AT HOME LEARNING

LEARNER & SUPERVISOR TRAINING GUIDE



Welcome to Kindred at Home Learning!

- Simple, learner-friendly design
 - Kindred at Home Learning – Learning Management System (LMS) – Relias
- Additional course offerings through Relias
 - Courses developed by Kindred at Home coupled with Relias-developed courses offer an expanded library of materials to meet your professional licensure / continuing education needs (exception: Speech Language Pathologists (SLP))
- Faster, mobile-friendly access to the system



Welcome to Kindred at Home Learning!

Kindred at Home Learning is powered by the learning management system, Relias, which offers a simple, learner-friendly design that is easy to navigate. And, whether you hear Kindred at Home Learning, LMS, or Relias, these terms are used synonymously.

This extensive educational library is fully stocked with courses, job aids, tutorials, and more! These materials are designed to help meet all of your continuing education needs. In addition to the courses developed by Kindred at Home, you will also have access to courses developed by Relias, all of which will be housed in Kindred at Home Learning.

Training Overview

- System Highlights
- User Interface Tour for the Learner and for the Supervisor
 - Add a Course
 - Taking Courses
 - Printing Certificates & Transcripts
- Transition Tips



This first section of this document will provide a system overview from the learner's perspective. Here, key features will be highlighted and the system's functionality will be described. In addition, a description of the user interface will be provided.

The second section of this document will provide a tour of key features available to all Supervisors. This training will also provide some tips to help you successfully transition from your former learning management system to Kindred at Home Learning.

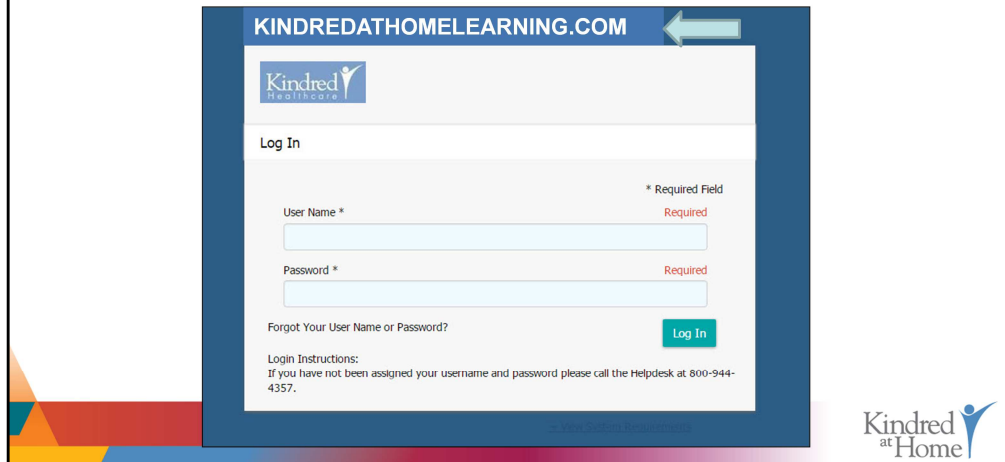
By the end of this training, you will be able to:

- Add a Course
- Take a Course
- And Print Certificates and Transcripts

Learner Interface Tour

Log-In PAGE

- Prompt to input recovery email and answer security questions.
- Administrators and Supervisors will no longer be able to view users' passwords.
- Administrators and Supervisors will instead be able to mimic Log-In as a learner for troubleshooting and assistance with resetting passwords.



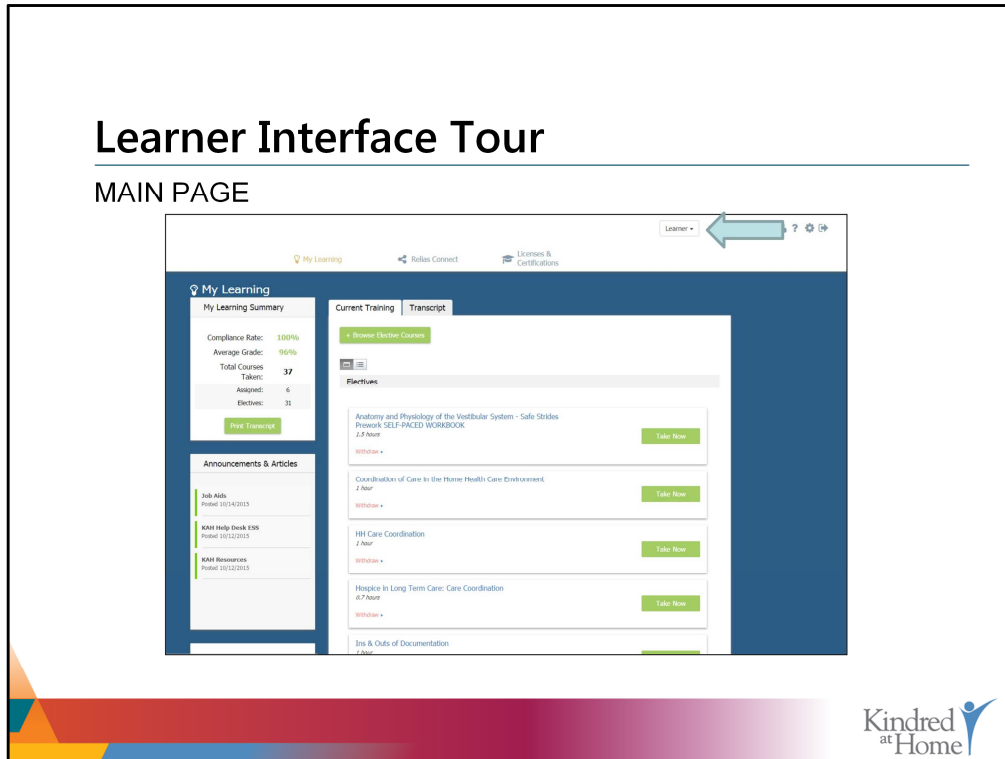
To access Kindred at Home Learning, type kindredathomelearning.com into your internet browser. Upon landing on the Log-in Page, you will be prompted to type in your username and password. This information will be provided to each employee's manager via email.

If, for any reason, your manager does not have this information or the information you have received does not provide access to the system, please contact the Helpdesk. Their phone number is referenced on the Log-In page and is also provided at the end of this training guide.

Upon logging in the first time, you will be prompted to provide a recovery email and answer security questions. This will allow you to reset your own password. Please note that system administrators and supervisors will no longer be able to view your password; however, they will be able to walk you through troubleshooting and assist with resetting your password.

Learner Interface Tour

MAIN PAGE



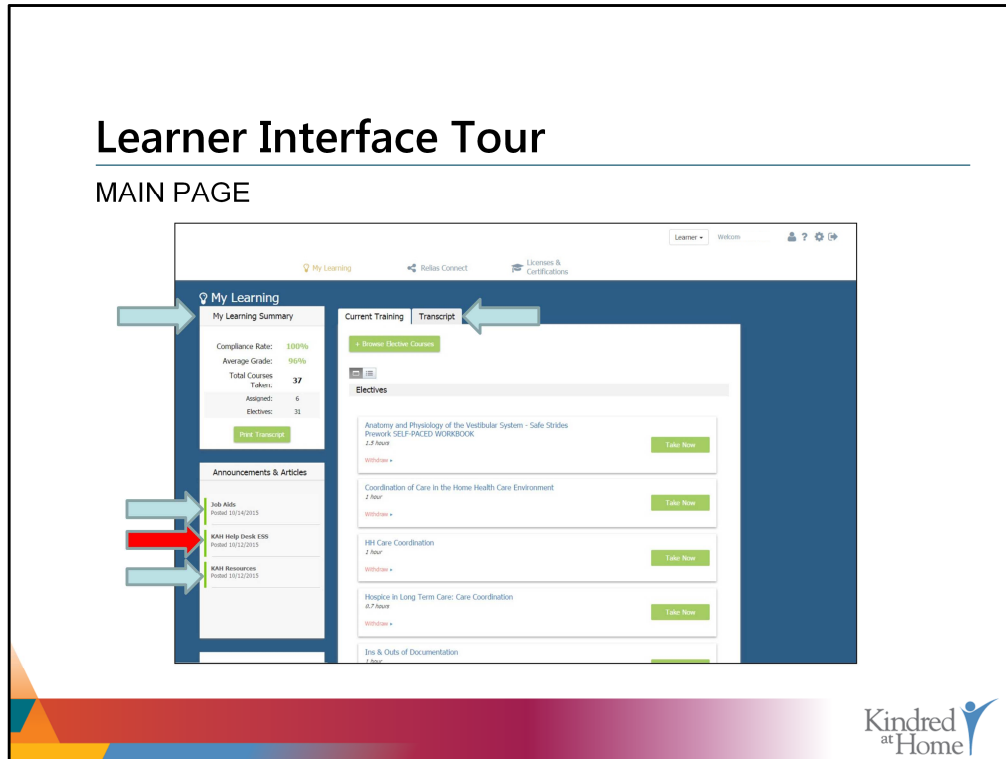
Once you've logged in, you will begin at the main page. This page will be different, depending on your role. The system will automatically log you in at the highest level based on your role. You will see your default role displayed in the drop-down box in the upper right corner of the screen.

The majority of our users will be logged in as learners. For those with direct reports, you'll be logged in as a supervisor. For those with supervisor access, you can change your role to 'learner' by simply selecting the Learner role from the drop down box.

More information regarding the Supervisor view in Kindred at Home Learning is provided in a separate section of this manual.

Learner Interface Tour

MAIN PAGE

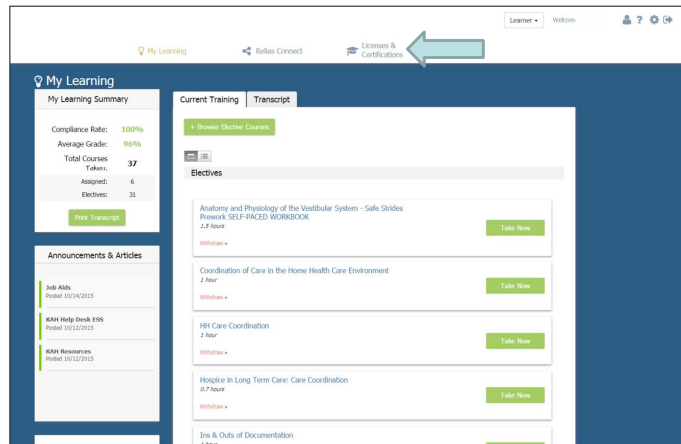


Included on the main page are additional resources such as job aids, in-service calendars, clinical decision support tools, home exercise programs, and more. A summary of each learner's learning progress is also available, as well as a list of their current, incomplete training, which is found in the 'Current Training' tab. Any completed training can be located on the learner's transcript, found in the 'Transcript' tab.

Just a quick note, as we work towards completing this transition, we will continue to migrate resources like job aids to Kindred at Home Learning. Also, the KAH Help Desk Employee Self Service (ESS) link has been removed for now. Please stay tuned for changes regarding this feature in future updates.

Learner Interface Tour

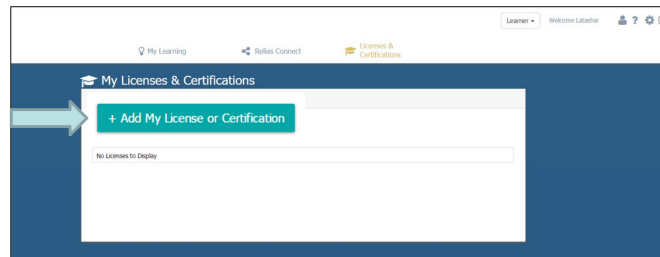
MAIN PAGE



While not the official tracking source for licenses and certification, you may add your professional license and certification information to your Kindred at Home Learning account. To do so, select the Licenses & Certifications tab located in the navigation bar.

Learner Interface Tour

LICENSE/CERTIFICATION



On the My Licenses and Certifications page, click the “Add My License or Certification” button.

Learner Interface Tour

LICENSE/CERTIFICATION

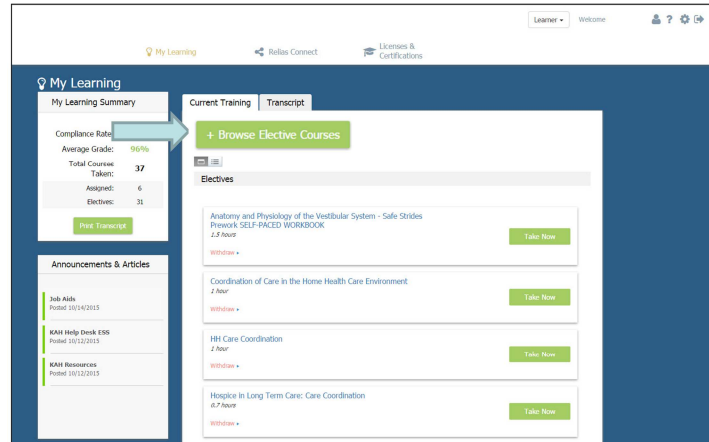
The screenshot shows a web form titled "State & License or Certification" with a close button (X) in the top right corner. The form is divided into two main sections. The first section contains three dropdown menus: "Professional Role *", "State *", and "License/Certification *". The second section, titled "License or Certification Details", contains several input fields: "Total Hours Required", "Total Online Hours Accepted", "Renewal Period *" (with a dropdown menu showing "12 months"), "Reminder" (with a dropdown menu showing "None"), "Professional Number *", and "Next Renewal Date *". At the bottom of the form are two buttons: "Cancel" and "Save". Several light blue arrows point to the input fields: three arrows point to the first three dropdown menus, and four arrows point to the "Total Hours Required", "Renewal Period", "Professional Number", and "Next Renewal Date" fields. A single arrow points to the "Save" button.



Once your professional license or certification information has been properly completed, the system will display the board name and various CE resources that correspond to your license or certification.

Learner Interface Tour

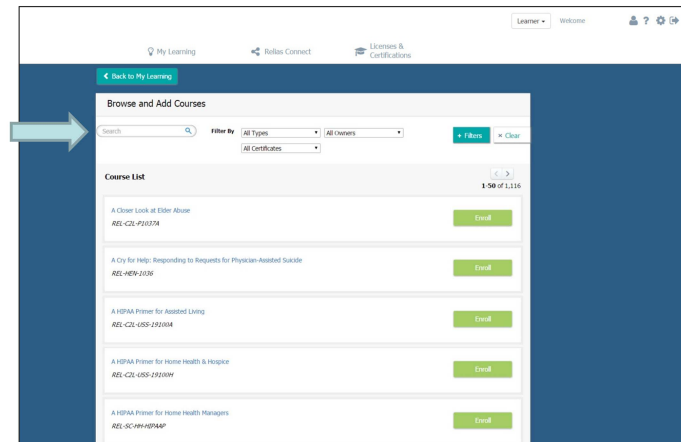
ADD A COURSE



To self-enroll in a course, first ensure that you are on the My Learning page and the Current Training tab and then click on the 'Browse Elective Courses' button.

Learner Interface Tour

ADD A COURSE



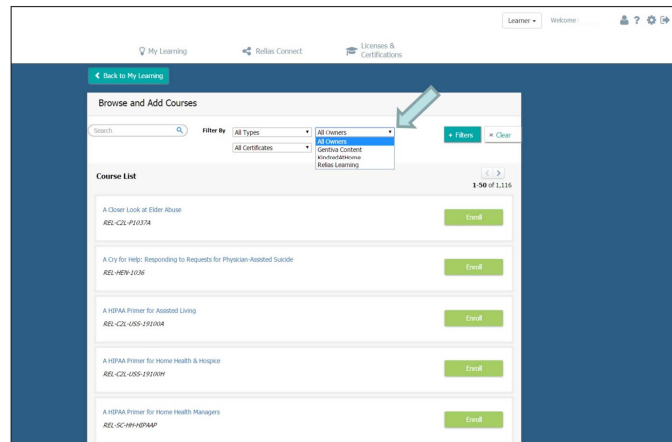
A new window will open and all courses available to you will be displayed in alphabetical order.

Kindred at Home Learning makes it easy to search for a specific course using “plain language” search and/or filtering. Plain language search allows you to enter a term in the search bar, which will then prompt the system to show you all courses that contain that term or terms. If a term is referenced somewhere in the course title or description, the system will display it.

To use this search feature, enter the term into the search field and then select the magnifying glass icon or hit Enter. The easiest way to ensure that you locate a specific course is to search by course title or number.

Learner Interface Tour

ADD A COURSE



You can also filter the list of courses to find content that matches a specific criteria. There are a number of filters to choose from, but the two most useful are the “Owner” filter and the “Certificates” filter.

The owner filter allows you to limit your results to who created the training. For example, if you are searching for courses only created by Kindred at Home, you can select that option from the drop-down box.

ADD A COURSE

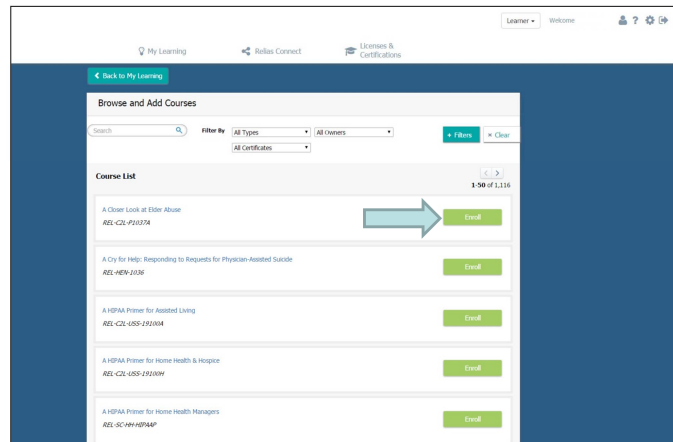


It's worth noting that you will see some boards with Gentiva or KAH listed in parenthesis after its name. Selecting any of these options will only expand your continuing education opportunities and is strongly encouraged!

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Learner Interface Tour

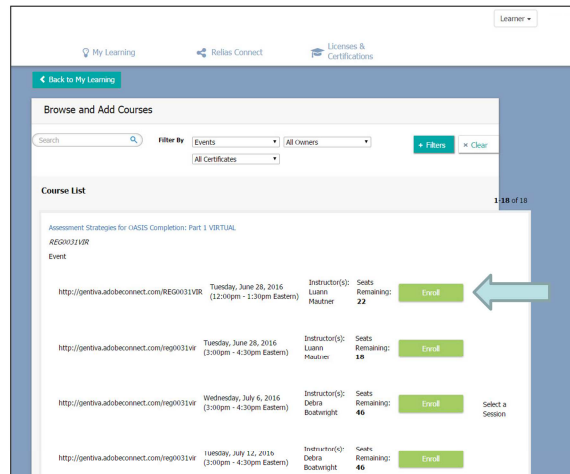
ADD A COURSE



Now, let's take a look at how to enroll in a course. Enrolling is as simple as clicking on the Enroll button to add the course to your current training.

Learner Interface Tour

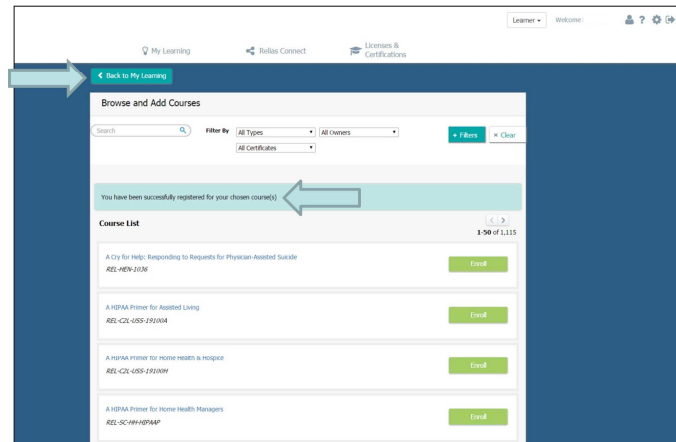
ADD A COURSE



To enroll in a virtual course, you must select a session to attend.

Learner Interface Tour

ADD A COURSE

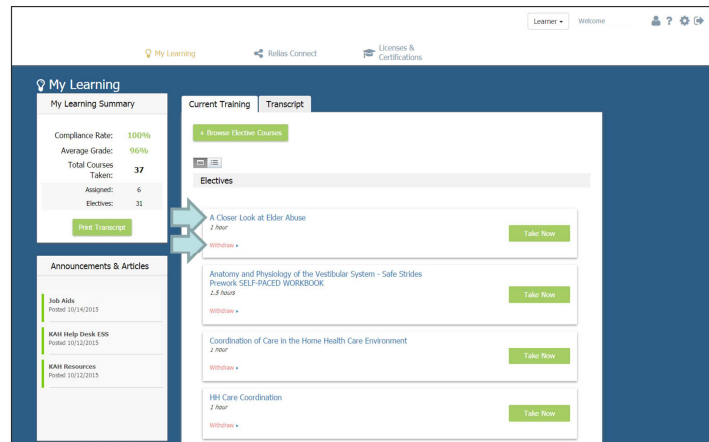


The system will display a message confirming that you are now registered for the course and/or event session. If you would like to enroll in another course that is displayed, or continue searching, you can still do so from here.

Otherwise, to start taking your new course, simply click on the 'Back to My Learning' button.

User Interface Tour

ADD A COURSE

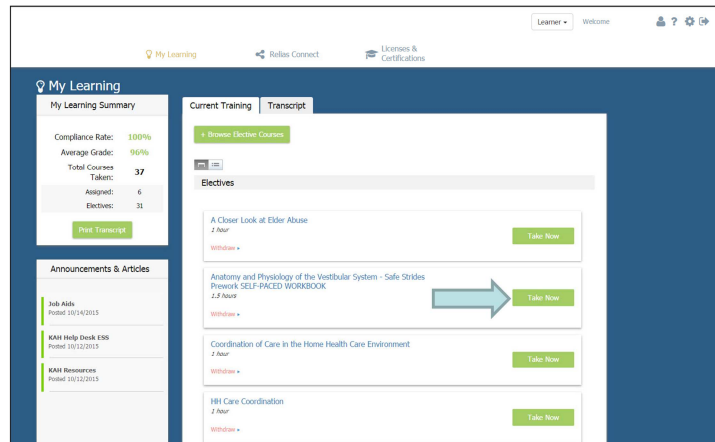


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You will now see the course you self-enrolled in listed in the Current Training tab under Electives. If you accidentally enroll in a course, simply click the Withdraw link. Doing so will remove the course from your Current Training.

Learner Interface Tour

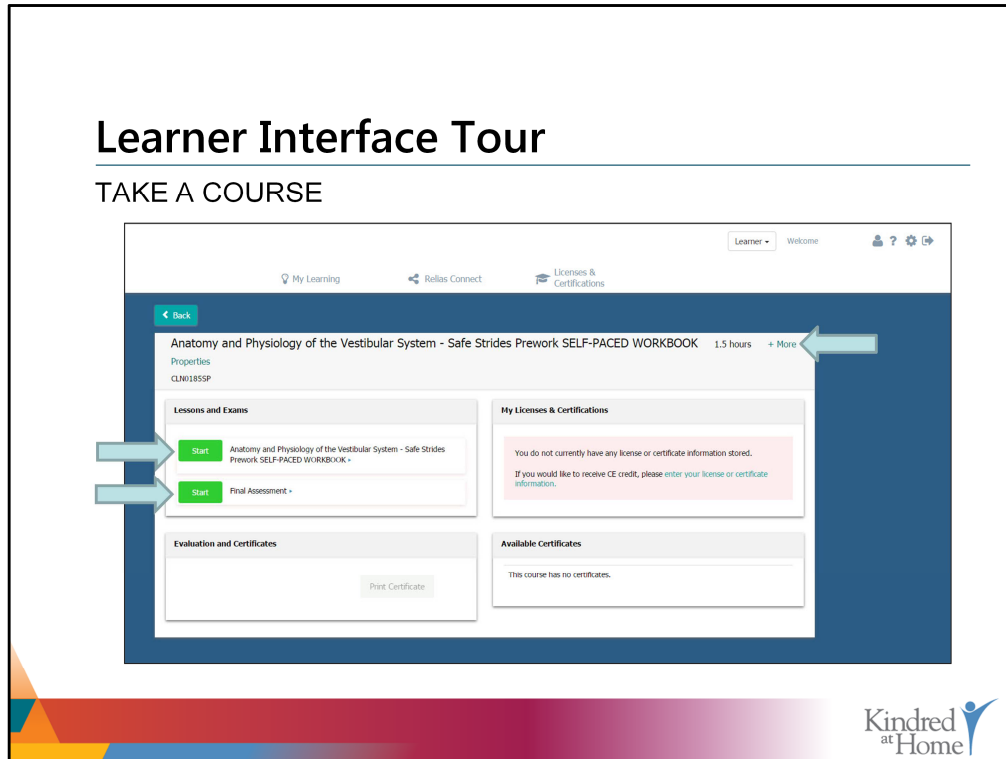
TAKE A COURSE



To take a course, simply click on the 'Take Now' button.

Learner Interface Tour

TAKE A COURSE



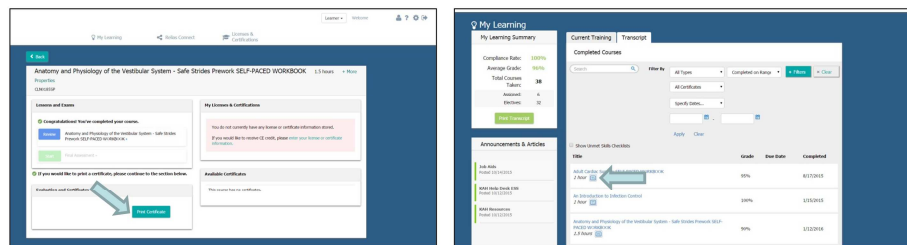
Clicking on the 'Take Now' button will navigate you to the course overview screen, where you can learn more about the course by clicking on the '+ More' link in the upper right-hand side of the screen.

To begin your course and take your final assessment, click on the 'Start' button next to each option.

User Interface Tour

PRINT CERTIFICATE

- Print from the Course Screen OR your Transcript



To print CE certificates or certificates of completion, simply:

- Navigate to your Transcript page located under the My Learning tab.
 - This will display all completed coursework, including the course title, final exam grade, due date, and completion date.
- Locate the certificate icon next to the course title. Clicking this icon will allow you to print a certificate for that course.
- Complete the course evaluation by clicking on the 'Complete Evaluation' button. This is required if:
 - You need to print a certificate for a course that requires a completed course evaluation and it has not been completed.
 - Please note that some courses do require the completion of a course evaluation in order to obtain a CE certificate or certificate of completion.

If you do not need CE credit for a course or if the course does not offer CE credit, you will have the option of printing a Certificate of Completion (no CE credit).

Once you have selected the correct certificate you would like to print, click the Print Certificate button.

Learner Interface Tour

PRINT CERTIFICATE

Print Certificate

Learner Information
Please verify that all information is correct.

Name *
Example User

Address
123 Example Street

City
Atlanta

State/Province
GEORGIA

Zip/Postal Code
30339

Phone Number
555-555-5555

Email
example.user@kindred.com

Certificate Information [Manage License\(s\)/Certification\(s\)](#)

License(s)/Certification(s)
[Nursing (RN, LPN, LVN, ABNP) • Registered Nurse • Georgia • MT-GR-12345-X]

Certificate(s)
[Certificate of Completion (no CE credit) X]

Note: The certificate will appear in a pop-up window. Please disable any popup blockers before proceeding or hold down the CTRL key while clicking the Print Certificate button to bypass any blockers.

Print Certificate **Cancel**



If you have previously entered your professional license or certification information, the Print Certificate page will be pre-populated with information needed to print a CE certificate for your license or certification.

If you have more than one license or certification entered into Kindred at Home Learning, you will be able to select the license(s) or certificate(s) you would like to print.

Learner Interface Tour

PRINT CERTIFICATE



Here is an example of a Certificate of Completion.

Learner Interface Tour

PRINT CERTIFICATE

The screenshot displays the 'My Learning' section of the Kindred at Home interface. On the left, the 'My Learning Summary' shows a Compliance Rate of 100%, Average Grade of 96%, Total Courses of 38, and a breakdown of 6 Assigned and 32 Elective courses. A blue arrow points to the 'Print Transcript' button. Below this is the 'Announcements & Articles' section. The main area is titled 'Current Training' and 'Transcript', showing a list of 'Completed Courses' with filters for 'All Types' and 'All Licenses & Certifications'. A table lists completed courses with their titles, grades, due dates, and completion dates.

Title	Grade	Due Date	Completed
Adult Cardiac Surgery SELF-PACED WORKBOOK 2 hour	95%		8/17/2015
An Introduction to Infection Control 2 hour	100%		1/15/2015
Anatomy and Physiology of the Vestibular System - Safe Studies Prework SELF-PACED WORKBOOK 1.5 hours	96%		1/12/2016
Business Ethics and Compliance SELF-PACED WORKBOOK	93%		1/2/2014



To print your transcript, simply click on the 'Print Transcript' button.

Learner Interface Tour

PRINT TRANSCRIPT

RELIAS LEARNING

Transcript for User, Example

Course Name	Completed	Hours	Final Exam Score	Instructor Name	Organization
Adult Cardiac Surgery SELF-PACED WORKBOOK	8/1/2015	1.00	95		Kindred@Home
An Introduction to Infection Control	1/15/2015	1.00	100	Relias Learning	Kindred@Home
Anatomy and Physiology of the Vestibular System - Safe Skills Practice SELF-PACED WORKBOOK	1/13/2016	1.50	90		Kindred@Home
Business Ethics and Compliance SELF-PACED WORKBOOK	10/20/14	1.00	93		Kindred@Home
Business Ethics and Compliance: Assessment	1/20/2014	0.00	100		Kindred@Home
Documentation for the Clinician: Home Health Practice Scenarios	4/14/2015	4.00	100		Kindred@Home
HRSA SELF-PACED WORKBOOK	1/20/2014	1.00	100		Kindred@Home
ICD-10-CM Overview	5/20/2015	0.75	100		Kindred@Home
Infection Control for Home Health & Hospice	5/20/2015	1.00	90	Relias Learning	Kindred@Home
Kindred General Compliance Training - 2015	5/20/2015	1.00	100		Kindred@Home
Life Skills Series: Safe Driving	5/20/2015	1.00	90	Relias Learning	Kindred@Home
Preventing Workplace Violence	5/20/2015	1.00	90	Relias Learning	Kindred@Home

Total Hours: 25.75

I certify that the trainings listed above were completed by me.

Staff Name _____

Staff Signature _____

Job Title _____

If you require assistance that is related to this transcript, please contact Relias Learning Customer Support by calling 1-800-361-2321 or emailing support@reliaslearning.com.



And the system will generate a learner-specific transcript displaying all completed courses, completion dates, and grades by course. This concludes the learner view of the training manual.

Training Overview

- Supervisor Access
 - Dashboard
 - Users
 - Reporting



The following section will cover training from the Supervisor's perspective. Here, an overview of the Supervisor Dashboard, Users tab, and the Reporting tab has been provided.

OVERVIEW

- [illegible]

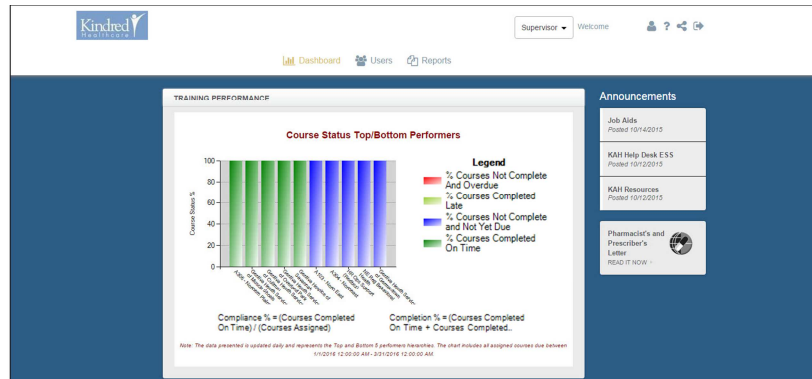


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Supervisor Access

- **Dashboard**

- Snapshot of completion percentages for your direct reports
- Shows percentages completed on time, completed late, overdue, & not due yet
- Updated daily



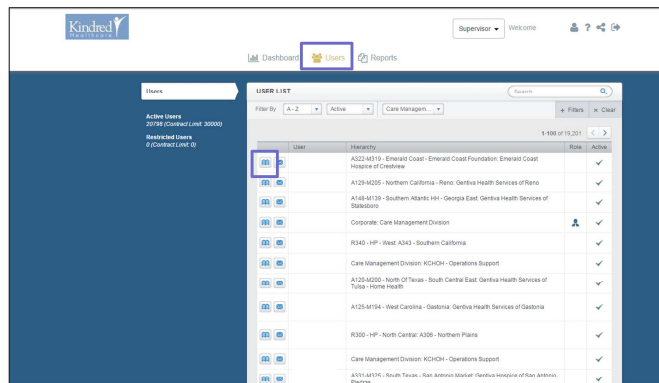
The dashboard provides the Supervisor with useful information such as:

- The percentage of courses completed for your direct reports,
- The percentage of completions done so on time and,
- The percentage of courses that are overdue or not due yet.

This information is updated daily.

Supervisor Access

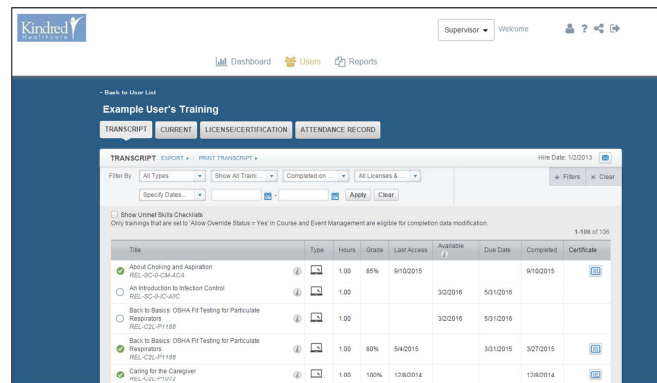
- **Users**
 - Quick access to the transcripts of all direct reports
 - View/print completed & in-progress training
 - Includes grades, due dates, and completion dates



Under the USERS tab, you'll find a list of your direct reports. From here, you can review the training associated with each of them. To do so, select the book icon to the left of the user name. This will take you into the transcript view for that user, where you can view the user's learning.

Supervisor Access

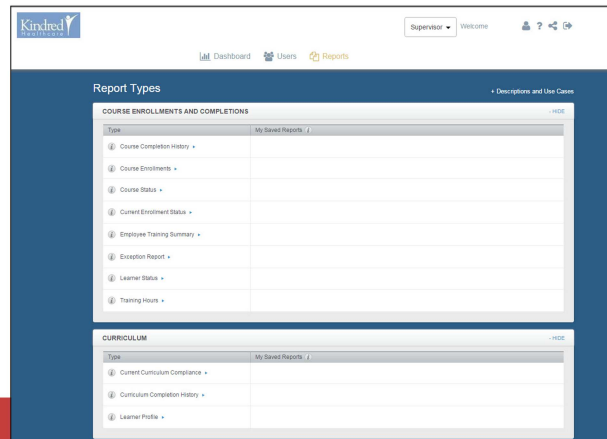
- **Users**
 - Quick access to the transcripts of all direct reports
 - View/print completed & in-progress training
 - Includes grades, due dates, and completion dates



From here, you can view and print a list of the courses that have been completed or are in-progress by your direct report, which will also include grades, due dates, and completion dates.

Supervisor Access

- **Reports**
 - 20+ reports spanning 6 categories (including Enrollments & Completions)
 - Each report offers description and sample use case
 - Can filter on multiple criteria (specific classes, dates, complete/incomplete)
 - Can be saved for future use



For reporting, you will have access to more than 20 reports covering 6 categories to help you manage and monitor the training that your direct reports engage in, whether required or elective. Each report provides a description and a sample use case for you to determine its relevance in your day-to-day. In addition, you can filter these reports as you need to and save them for future use.

Supervisor Access

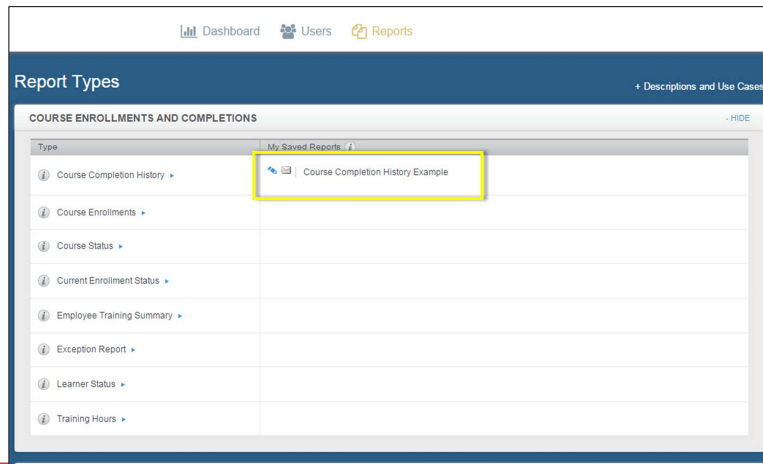
- **Reports**
 - Can be scheduled to run & emailed on weekly/monthly basis

The screenshot displays the 'Course Completion History' report page. At the top, there are navigation links for 'Dashboard', 'Users', and 'Reports'. Below the navigation, a 'Back to Reports Page' link and a 'Select another report' dropdown are visible. The main content area is divided into three filter sections: 1. 'FILTER BY HIERARCHY' (Optional - All selected by default) with a 'Hierarchy' dropdown set to 'Care Management Division X'. 2. 'FILTER BY COURSES' (All Courses selected by default) with a 'Remove' button and an 'Add Module(s)' button. 3. 'FILTER BY USER ATTRIBUTES' (Optional filters - All users selected by default) with fields for 'Departments' (0001 X), 'User Company', 'Job Titles', 'Employment Types', 'User Categories', and 'State User Resides in'. To the right of these filters is a vertical stack of three buttons: 'RUN REPORT', 'SAVE MY REPORT', and 'CANCEL'. The 'SAVE MY REPORT' button is highlighted with a yellow rectangular box. The Kindred at Home logo is located in the bottom right corner of the page.

Kindred at Home Learning takes it one step further and allows you to schedule reports to run and be sent to your email on a weekly or monthly basis. Once you have set up a report, you will need to save it for future use (if applicable). To do so, click on the Save My Report Button.

Supervisor Access

- **Reports**
 - Can be scheduled to run & emailed on weekly/monthly basis



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Once the report has been generated, go back to your Report Types screen, where the report will now be displayed. To set up automatic emails, click on the 'envelope' icon next to the report, now housed under 'My Saved Reports'.

Supervisor Access

- **Reports**
 - Can be scheduled to run & emailed on weekly/monthly basis

The screenshot shows a web interface for scheduling reports. At the top, there is a link to 'Back to Reports Page' and the title 'Course Completion History Example'. The interface is divided into two main sections: '1 SCHEDULE' and '2 RECIPIENTS'. The '1 SCHEDULE' section contains a 'Frequency' section with radio buttons for 'Monthly' (selected) and 'Weekly'. Below this is a 'Day of Month' dropdown menu, a 'File Format' dropdown menu, a 'Subject' text input field, and a 'Message' text input field. The '2 RECIPIENTS' section has a 'Remove' button and an 'Add Users' button. Below these buttons is a table with the text 'No data found'. To the right of the '1 SCHEDULE' section are two buttons: 'SAVE' and 'CANCEL'.



Doing so will display a scheduling change, from which you can specify the frequency in which you'd like to receive this report, the day of the month you'd like to receive it, as well as the file format.

Prior Achievement Records

- Legacy Kindred employees will have access to previous achievements via Knect.
 - Completed courses will not be transferred to Kindred at Home Learning.



For those with prior access to SumTotal, please note that while your completed courses will not transfer into Kindred at Home Learning, you will still have access to a report of all of your previous achievements via Knect. You can do so by using the following path to submit a request:

Knect > Global > Learning Management System > LMS Reporting

If you do not have access to Knect, you may contact the Help Desk to request your achievement report.

New Hires & Contractors

- New hires will automatically feed into Relias when they are active employees in SAP
- When contractors are keyed correctly into Security Master they will feed into the application
 - Note: Not all contractors require new hire training.

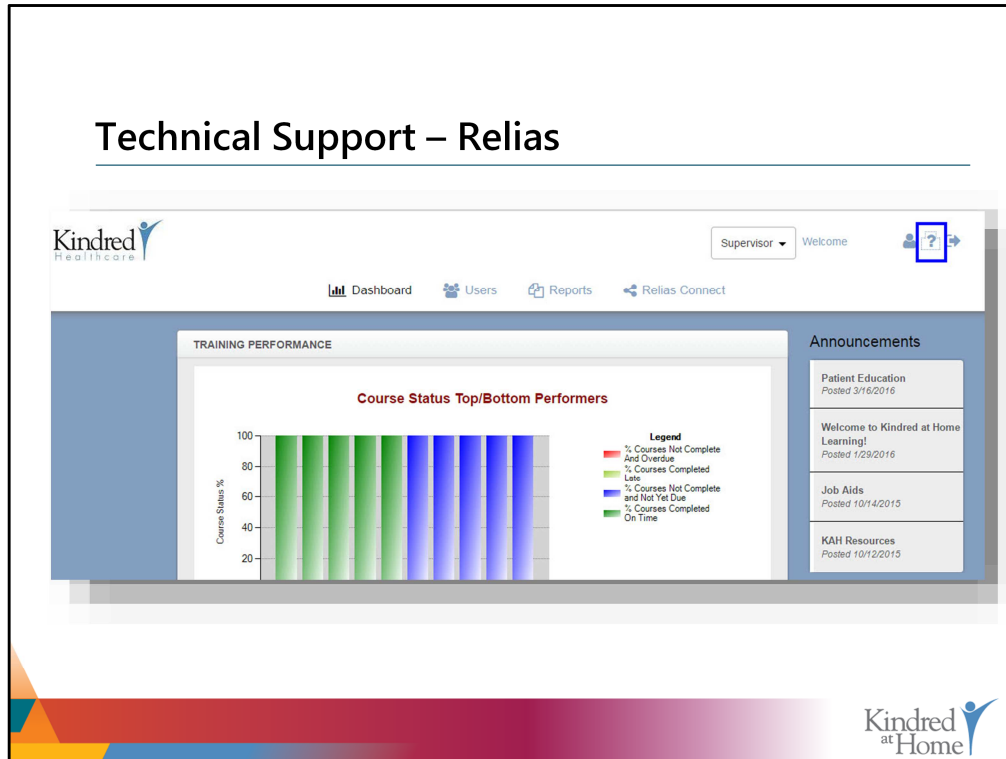


New hires will be automatically feed into Relias as soon as they are active in SAP, our HR Information System. New hires **should not** be entered into Relias manually.

Also, contractor employees will also feed into Relias; however, they, too, must be keyed correctly into Security Master, our SAP equivalent, before they are fed into the application.

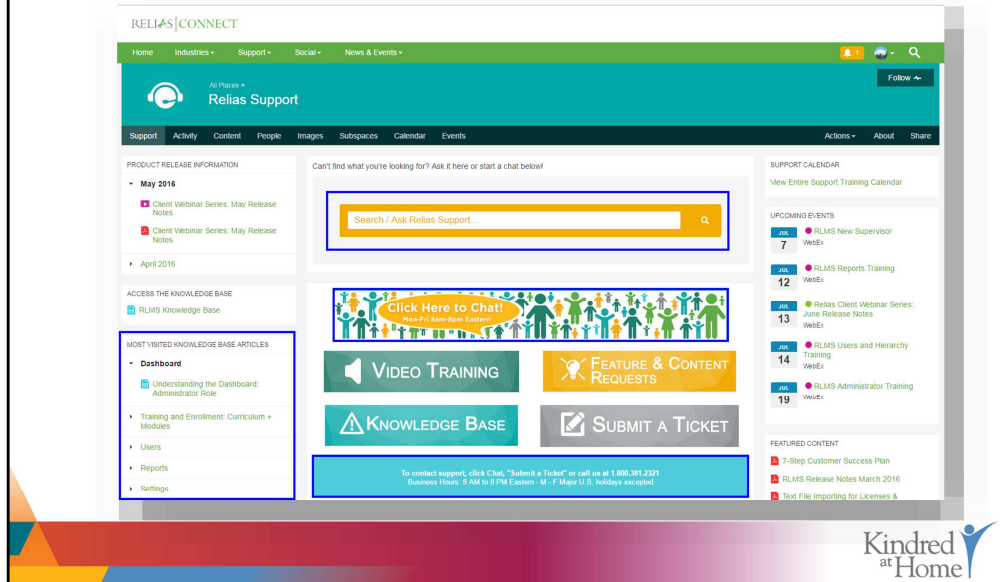
No help desk tickets are required for this process as long as the HR system is functioning as intended. Also, please note, that, depending on the employee's job code, they may not have any training required.

Technical Support – Relias



For general inquiries in navigating the system (i.e. enrolling learners into courses), click on the Question Mark icon in the upper right-hand side of your screen. Doing so will navigate you to the Relias Support Page.

Technical Support – Relias Connect



From here, you can search for answers using the 'Search / Ask Relias Support' feature, visit commonly referenced Knowledge Base articles, chat with Relias Support, or register for upcoming webinars. Relias support is available Monday – Friday from 8 AM to 8 PM EST.

Technical Support

- For assistance while in the application please reach out to the Help Desk
 - Password resets
 - Help adding courses
 - How-to inquiries
- For assistance logging in please call: 1-800-944-4357
- For general system inquiries
 - Email: IS-LearningManagementSystem@Kindred.com



For technical support such as password resets, adding courses, and other how-to knowledge, please contact our Help Desk via phone or email.