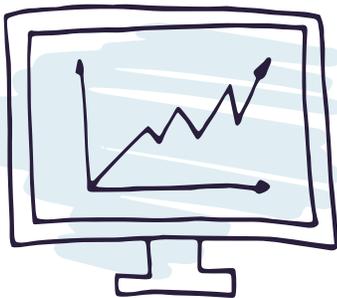**HCP Training**

HCP Training: Implementation

Getting started with a new onboarding and continuing education training program can be confusing, and if done improperly, it can be costly and ineffective.

Our implementation process and ongoing product trainings are designed to make getting started with HCP Training easy. We provide the support you need to set up a successful training program.

From sales to your go-live date, you'll have a dedicated Success & Support team who will help manage the entire implementation process.

Implementation Process

What you can expect:

- Address contract & billing expectations
- High-level platform training including best practices surrounding building career development pathways
- User management through scheduling software integrations

Ongoing Training & Education

Take advantage of HCP's customer community for support and education in leveraging your data to identify training needs and provide better care.

Learn More

Building a relationship with your Customer Success Manager

You'll partner with a CSM with strong HCP product and industry experience. CSM's collaborate with your agency to maximize your understanding and utilization of the training platform.

877.809.5515
help@homecarepulse.com

Provided by:
Home Care Pulse

Implementation Process

Step 1: Initial Care Intelligence Assessment

This initial assessment survey tells our team what your business goals are so that we can help guide you to leverage the solution to your specific and unique needs.

Step 2: Implementation Call

During this call, your Implementation Specialist will:

- Introduce themselves and give an HCP platform overview
- Discuss go-live date and potential roadblocks
- Determine key employee(s) to manage training
- Identify potential scheduling software integration
- Align on business goals and objectives

Things to consider:

- What KPIs are most important to your agency?
- Who in your organization will be point-of-contacts during and post-implementation?
- What types of training are your employees asking for?
- What processes are you wanting to automate?

Step 3: The First 60 Days

Within the first 60 days, you will:

- Develop a roll-out strategy and communicate training plan with your staff
- Build custom learning paths based upon the specific needs & career goals of your employee(s) within the training platform
- Attend HCP's product training workshops to maximize platform usage
- Establish custom reports based upon agency needs

Request a Demo Today!

https://www.homecarepulse.com/demo/

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