

# HealthBridge Launches Innovative Quality Improvement Program for All Employees

**TLC – Training, Learning, Caring – The Building Blocks to a Culture of Excellence, making a difference since January 2008**

TLC is an education program that was created by the Clinical Education and Development department as a way to educate all staff on a monthly basis. According to Carole Dykhouse, BSN, RN-BC, CPHQ, CAPS, Corporate Director of Education and Development for HealthBridge, the program is used to supplement other staff development and education initiatives and to keep all employees informed regarding important issues that affect our daily lives and work.

The program features posters with a specific topic that are posted in staff lounges, near water coolers or time clocks in each center during the month. Staff read the posters and can obtain accompanying handouts and complete post-tests to receive continuing education credits, if they so desire. If they have questions, they can speak with their supervisor or the facility educator. "It's really an independent, self-study education method that provides quick, Johnny-on-the-spot education for all staff," Carole said. "I view it as complementary education, involving staff constantly viewing and absorbing the monthly educational topics."

Carole told the story of an employee who was inspired by a poster highlighting cholesterol facts that he frequently viewed at the water cooler one month. The employee stated, "I kept reading about 'waxy, fat-like substance' and decided it was time to have my cholesterol checked." "The program really affects all employees at basic levels in their education and health," Carole continued.

Last fall, Carole's group held a contest for employees to suggest topics for upcoming posters. Some timely, important topics were submitted and have been used, including cognition facts and this month's poster on maintaining a restraint-free environment in our centers.

Other topics that have been presented cover a range from "10 Steps to Quality Customer Service" to "Fall Prevention", "Infection Control", and "The Face of Pain". At HealthBridge, we never stop learning, and Training, Learning, Caring (TLC) is a meaningful contribution to that process in our workplace.

