



## **RCare Offers Virtual Caregiver Training in Nurse Call Best Practices**

For Immediate Release

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RCare, Inc., maker of wired and wireless [nurse call systems](#), announced today a new series of virtual workshops and training sessions, featuring best practices and technical tips for RCare customers.

These interactive, online workshops are designed to help customers better utilize the RCare platform to improve performance, outcomes and caregiving practices.

Nick Garofoli, Director of Operations and Technology for RCare, explained the impetus behind the offerings. “Our distributors offer a complete training for all on-site caregivers upon installation, however, caregiver staff turnover can be an on-going challenge for many senior housing communities. As new team members are onboarded, RCare wanted to fill in those gaps as well as provide continuous opportunities for users to learn how to better leverage their RCare system.”

RCare has employed an expert trainer, Daphne Karpan, RN, BSN to facilitate training sessions. With a nursing background in senior care, as well as first-hand experience administering and implementing technology systems, she is uniquely qualified to help communities learn to get the most out of their nurse call systems. “I know where caregivers and administrators are coming from because I’ve been the one having to install, support and utilize various types of technologies with my patients,” she explained. “RCare is such a fully featured system that was designed to improve how we care for our residents and patients. My job is to help the staff realize how this can improve their day to day life and workflow.”

RCare will be offering training in various settings and formats to address the busy schedules and learning practices of each community. Options include fully customized onsite training focused on the attending participants, or a full suite of e-learning modules. For just-in-time training, RCare provides context-specific “how to” videos that are embedded in the system. And now, RCare is introducing these live, monthly, virtual training sessions that give participants a deep dive into specific topics, such as best practices for contact precautions, and getting the most out of reporting.

“We’re always looking for new and improved ways to help communities deliver better care,” said Myron Kowal, RCare’s founder and CEO. “With COVID, for better or worse, a lot of things have shifted online. We realized that this could be a really positive development for caregiver training, making it more convenient and accessible. We think our clients are really going to like it.”

RCare’s new online training begins on September 10. The company currently has six sessions scheduled. Topics for the training best practices sessions will include strategies for minimizing the impact of caregiver turnover on your community, adaptive practices for contact precautions and the role of your nurse call system for contact tracing, and how to get the most out of your reporting data. Technical training sessions will cover topics such as moving a device from one account to another, how to create new users, and notification chain management.

#### About RCare

[RCare](#) is a global provider of nurse call and personal emergency response systems for the entire spectrum of eldercare and senior living. Our components integrate into a variety of healthcare communication systems to create efficient and verifiable responses to medical emergencies. RCare works together with distribution partners to build individualized, flexible and seamless systems to enhance both caregiving and resident quality of life. Contact [info@rcareinc.com](mailto:info@rcareinc.com) or call 585-671-4144.