



Care College™

Powered by Everyone's a Caregiver® – Patient Centered Clinic



16-WEEK FACULTY-LED IMPLEMENTATION ACCELERATOR

Empowering clinic leaders to systematically educate and engage every caregiver to deliver a sustainable 5 Star patient experience.



1.800.667.7325 customlearning.com

Why Clinics Need More Than Education

THE CHALLENGE

Busy clinics do not lack education.
They lack structured execution.

Without a clear system:

- ✘ Training gets under-utilized
- ✘ Ownership gets diffused
- ✘ Workflows remain inconsistent
- ✘ Patient experience outcomes stall



THE SOLUTION

Care College is a 16-week, team-based implementation system designed to:

- ✔ Fully activate Everyone's a Caregiver®
- ✔ Align execution with NRRS 5 Star domains
- ✔ HRSA Community Health Center Quality Badge Recognition Eligibility
- ✔ Build leadership and frontline ownership
- ✔ Create reusable clinic-ready workshops
- ✔ Establish sustainable habits, not flavor-of-the-month training

**This is not more
education.
It is disciplined
implementation.**

WHO SHOULD ATTEND?

Medical Office Assistants, Nurses, Physicians, NPs, PAs, Dentist, Lab Techs, Imaging Techs, Practice Managers, Receptionists, Social Workers and everyone who support patients in an outpatient clinic setting directly or indirectly

What Makes Care College Different



Care College offers:



Faculty-led by expert CLS clinicians and consultants



Built around your clinic's own SOPs and workflows



Six (6) virtual sessions led by CLS Faculty



Supported by CLSOne™ AI for organization and efficiency



Structured with clear accountability checkpoints



Delivered in a collaborative cohort model

**You are not starting from scratch.
You are building with what you already have.**

“Such good information for clinics and hospitals with clinics.”

– Brittany Wilson, Patient Advocate, Carson Valley Health

“Informative and helpful for improvement.”

– Dr. Ralph Apolinario, Internal Medicine Physician, Moore County Hospital District



The 16 Week Process

PHASE I

BUILD A FOUNDATION FOR EXCELLENCE

Weeks 1–8 includes 5x 1-Hour Virtual Sessions

- Cohort learning sessions
- Alignment to NRRS domains
- Strategic EAC module selection
- Integration of your SOPs & onboarding materials
- Creation of customized mini-workshops
- Leadership accountability checkpoints

PHASE II

IMPLEMENTATION ROLL OUT

Weeks 9–16 includes 1x 1-Hour Virtual Session

- Deliver mini-workshops to all staff
- Embed behaviors into daily huddles
- Reinforce workflow adjustments
- Monitor consistency
- Peer collaboration & problem solving
- Final sustainability planning

GRADUATION

- Official Care College™ Certificate
- Recognized implementation pathway
- Ongoing coaching & accountability support

You build tools that reflect how your clinic actually operates.

PARTICIPANT TAKEAWAYS

By completion, clinics walk away with:

- Clearer, faster patient access
- More confident, responsive office staff
- Stronger care coordination
- Improved provider communication
- Less daily friction
- Clinic-ready mini-workshops built from your own materials
- Sustainable systems your team can realistically maintain

EAC LICENSE VS CARE COLLEGE™



FEATURE	Everyone's a Caregiver® License	Care College™
Micro-Webinar Access	✓	✓
CLS One Access	—	✓
Structured 16-Week Plan	—	✓
Faculty-Led Cohort	—	✓
NRRS Alignment	Indirect	Direct
Customized Workshops	—	✓
Leadership Accountability	—	✓
Graduation Certification	—	✓

EAC provides the content.
Care College ensures execution.

MEET YOUR CARE COLLEGE FACULTY

EXPERIENCED HEALTHCARE EXPERTS

providing implementation guidance, coaching, and accountability.



Rachel Spalding
DNP, RN, NEA-BC
Chief Nursing Officer



Tara Miller MC
Implementation Specialist



Mandy Robidoux
Director of Strategic Initiatives



LIMITED COHORT AVAILABILITY

Care College cohorts are intentionally limited to maintain quality and engagement.

READY TO FULLY ACTIVATE YOUR CLINIC?

Contact
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