



Attrition dropped below 57% annual average

**What's one thing you've done differently since using the app?**

*"Think about communicating at shift change and speaking up to ask for help when needed"*

*Comfort Care Homes Employee*

How Comfort Care Homes improved shift communication, reduced conflict, and built measurable caregiving performance in just 13 weeks.

## ESSENTIAL SKILLS DEVELOPMENT

# Reducing Attrition and Strengthening Caregiving with Habit Formation

## CHALLENGE

Comfort Care Homes, an Alzheimer's & Dementia Residential Care provider sought the following results:

- Peer collaboration
- Resident-focused care
- Resident distress & team problem solving
- Consistent handoffs
- Family confidence

## SOLUTION

To meet this challenge, they implemented a 13-week microlearning program delivered via the Ringorang app. Their goal was to build a high-performing caregiving team that delivers consistent, personalized dementia care through curiosity, attention to detail, collaborative problem-solving, and strong peer-to-peer teamwork across all shifts.

## RESULTS

The program led to measurable operational and cultural improvements, including: proactive communication during shift changes, greater willingness to ask for help, stronger peer accountability and enhanced resident-focused attention.

