

CASE STUDY

Improving Associate Onboarding and Retention through Field Core Training

In 2024, TouchPoint Support Services launched Field Core Training, an in-house program built to standardize onboarding and development for new salaried managers across Food & Nutrition Services (FNS) and Environmental Services (EVS).

The program leveraged Compass One Healthcare tools and internal expertise to create tailored, scalable training paths. Now, Field Core Training strengthens service consistency, accelerates onboarding, and boosts retention, while embedding key themes like emotional intelligence, diversity, and leadership.



From Hurdles to Steppingstones

Implementing Field Core Training came with challenges—but each one became a catalyst for stronger systems and collaboration.

For FNS, the biggest hurdle was communication. TouchPoint's scale made it difficult to ensure consistent outreach to every new hire. To close the gap, teams streamlined coordination, tracked hiring in real time, and sent personalized welcome messages to introduce new managers to the program.

For EVS, the challenge was staffing and equipping the program. Trainers had to be selected, certified, and supplied with the right tools at each location. Post-training, maintaining knowledge was key. With leadership buy-in, EVS directors and supervisors committed to reinforcing standards and encouraging ongoing education—turning short-term training into a long-term strategy for sustained operational excellence.



Field Core Training was a great tool for transitioning my career from restaurant chef to the healthcare industry. Healthcare is a vastly different environment, but Field Core prepared me and familiarized me with how we create our recipes, ensure food safety, and meet patient dietary needs.

- Mark Wakefield, Executive Chef, TouchPoint





It removes the guesswork for new leaders who have to hit the ground running. Witnessing the evolution of how far we've come speaks volumes about who we are as a company, our culture, and how we set our teams up for success.

– Rachel Loduha, Systems Director, TouchPoint



2024 Program Statistics

Food and Nutrition Services

46 salaried managers enrolled

90% retention rate for participants employed 90+ days

Environmental Services

22 salaried managers enrolled

86% retention rate for participants employed 90+ days

Key Outcomes

By the end of its inaugural year, Field Core Training saw significantly improved onboarding and operational consistency:

Standardized Processes

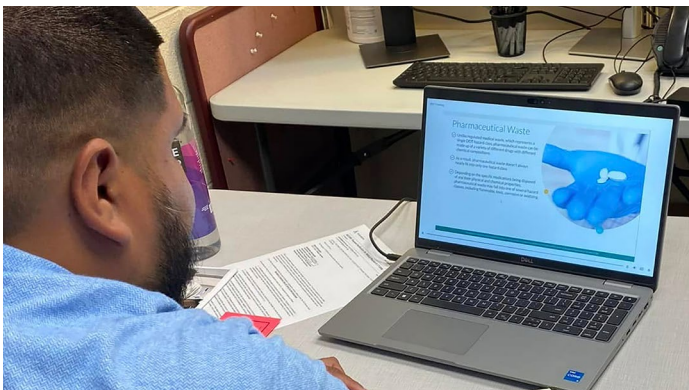
The program addressed gaps in training by providing a clear structure and established methods, ensuring that all new hires received the same foundational knowledge.

Improved Retention

The high retention rate among participants highlights the program's success in preparing new hires for their roles and reducing turnover.

Enhanced Roles and Knowledge

Participants gained a comprehensive understanding of their responsibilities, creating more confident and capable managers.



Looking Ahead

Recognizing its early success, TouchPoint is committed to the ongoing evolution of Field Core Training. Plans include the development of a tracking dashboard to improve data collection and streamline participation monitoring, continuous program refinements so it can adapt to the ever-changing needs of the organization and ensuring long-term integration of the program as a cornerstone of TouchPoint's onboarding strategy.

Field Core Training has transformed the onboarding experience for new associates, addressing long-standing gaps in training and standardizing processes across departments. By improving retention, clarifying roles, and providing practical, hands-on learning, the program supports individual growth and organizational success. As Field Core Training continues to grow, the program will remain a key tool for fostering associate engagement and ensuring long-term excellence.

Ready to Elevate Your Onboarding Experience? Discover how TouchPoint can help boost retention, accelerate readiness, and build confident leaders from day one

www.touchpointsupportservices.com

