

Staff Involvement

April 2011



By providing over 90% of care to nursing home residents, your frontline staff involvement is a critical piece in improving the quality of life at your home. As outlined in the Advancing Excellence Campaign and the [Staff Stability Toolkit](http://www.primaris.org/node/678) (visit: <http://www.primaris.org/node/678>), one way of promoting retention is through providing a work environment that reinforces the importance of staff involvement in decision making opportunities such as care planning. By engaging staff in areas where they can demonstrate their individual talents and expertise, management can emphasize the message that they value staff input and in turn can improve retention of quality staff members. The following tips outline opportunities to involve staff in decision making which can assist with staff retention.



R-TOP Tips for Improving Staff Involvement:

1.) Involve ALL levels of staff in care planning. Including the CNA and the charge nurse in the care planning process will add to the care plan team's diversity and enrich the information being considered regarding a resident's daily patterns and preferences. It also provides staff an opportunity to understand how they can best contribute to help the resident achieve his/her goals.

2.) Rotate staff during care plan meetings or bring the meeting to staff with the knowledge you need. If there are limitations to the amount of time certain staff can be away from resident care duties, consider rotating people throughout the meeting. For example, invite the CNA who has a relationship with a resident to the portion of the meeting that pertains to that resident. If a charge nurse cannot leave the floor, go to them and ask for their input. Also, remember to follow-up and notify these people how you used the information they shared.

3.) Involve ALL levels of staff in quality improvement initiatives. When working on a quality improvement project, include people on the team with a passion for the project as well as those with expertise. Their passion can be contagious for others as well as enable them to act and make a difference in the lives of others. For example, if a home is considering implementing gentle awakenings, a CNA who has seen unhappy residents awakened early in the morning may be very passionate about improving this practice. Do you have a charge nurse who is an excellent teacher? If so, the team should use him/her to provide trainings! Utilizing unique talents demonstrates that management knows staff strengths and values their individual contributions.

4.) Designate a portion of all staff meetings to listen to staff feedback. What is working well at your home? What can be improved? Asking these questions by taking the time to listen can assist with ongoing quality improvement. Providing a forum that is open in which two-way communication can occur is one of the most valuable tools for a manager.

Remember that improving retention doesn't stop at staff involvement! There are a variety of elements you must consider! Refer to the [Staff Stability Toolkit](#) to develop and implement a comprehensive plan to improve retention.

Visit past RTOP Tips by going to www.primaris.org/rtop/tips Each tip is open to comments! Go online today!

R-TOP Resources:

Take advantage of upcoming educational opportunities available right here in Missouri:

Missouri League for Nursing Workshop: Staff Retention and Development Strategies

To assist long-term care managers in developing a better understanding of their departmental workforce needs, this workshop will set the stage for success by exploring effective tactics to retain quality employees. Along with discussing the impact of retention on person-centered care, the workshop will help attendees develop and evaluate retention plans and strategies as well as dive into management practices that support staff stability.

Dates/locations include: April 29/STL, June 2/Osage Beach, June 3/KC, June 16/Poplar Bluff, and June 17/Cape Girardeau. **For registration information, please visit:** <http://www.mlmonursing.org/One-Day%20Workshops>.

MU Enhanced Leadership Academy

A Certificate Program offered by Columbia's MU Sinclair School of Nursing features an innovated, evidence-based curriculum for RNs in LTC. Focusing on improving retention, this program helps prepare leaders who can create and sustain improvement by strengthening the RN-NHA relationship. Tuition assistance has been made available for participants of the Academy through a Department of Health and Senior Services Grant. \$350.00 is available for RNs and \$150.00 is available for NHAs on a first come first serve basis. We encourage you to enroll quickly as space and funds are limited. **For registration information, please contact Alexis Roam at aroam@primaris.org or visit:** <http://nursingoutreach.missouri.edu/leadership1011.htm>

For more information, contact a MO LANE Planning Committee Member:

Department of Health & Senior Services • Primaris • State LTC Ombudsman • MCS • Missouri League for Nursing • Missouri Center for Patient Safety • QIPMO • LeadingAge Missouri • Missouri Association of Nursing Home Administrators • Missouri Health Care Association • Missouri Board of Nursing Home Administrators • AMDA • National Association of Health Care Assistants • Missouri Pain Initiative • Heartland Kidney Network • Missouri Hospice and Palliative Care Association

