

Nursing Home Spotlight: Moore-Few Care Center

May 2011



Reading about steps to take is one thing—actually implementing the steps is another. Over the next three months, RTOP Tips will highlight real life, actionable steps taken from three different homes that are making a significant impact on retaining staff. Each tip will focus on their recommendations based off their experiences and will cover different elements of their staff retention approach. By having homes provide tips they have tried and found successful, you can see how homes, similar to yours, can improve retention rates too.



This month's home is Moore-Few Care Center located in Nevada, Missouri. This 108 bed skilled nursing facility has a dedicated staff taking pride in providing quality care to their residents. In Moore-Few Care Center's own words, the one phrase to describe their plan of action to stabilize staff and retain employees is—"living document." Their approach to staff retention incorporates a great deal of ongoing teamwork which has assisted them in sustaining improvement. More specifically, they have taken a quality improvement approach to staff retention and have established a dedicated team in charge of assessing and responding to changes in staff retention rates.

Moore-Few Care Center's Tips:

1.) Teamwork A diverse team including the CNAs and nurses meet monthly to specifically review the data related to staff turnover and retention. This team has made their own by-laws and is truly dedicated to retaining employees.

2.) Answer the Why The team collects data such as turnover rates and absenteeism, conducts exit interviews, and speaks directly with staff about topics such as the source of unhappiness or reason for leaving, terminations by length of service, and shifts. All of this data is reviewed for trends and patterns to determine system level issues that could impact turnover rates. By determining the real reason for turnover through this process, the team is able to not only know why people stay or leave but can also tailor interventions to address the issues.

3.) Communication is Key The team then collects, reviews, summarizes, and shares this data with the rest of the staff. By doing so, staff becomes informed as to the reasons for turnover, patterns in exit interview comments, length of service, and shift left vacant by the departure. When people are aware of what is going, they appreciate the actions taken to address it. Also, because managers will also listen to the summaries, it encourages them to become a part of the solution as well.

4.) Take Action After the data review, Moore-Few Care Center implements many changes based on what they find. Some of these changes include:

- a. Preceptor program
- b. Meet and greet for new hires
- c. Group interview process that involves peer interviewing
- d. Job shadow program
- e. Close attention to make sure the staffing pattern meets the needs of resident acuity

Other homes, just like Moore-Few Care Center, can improve retention rates too! We encourage you to use their tips in your own staff retention tactics and to download and read through the **Staff Stability Toolkit** by visiting <http://www.primaris.org/node/678>.

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: June 2/Osage Beach, June 3/KC, June 16/Poplar Bluff, and June 17/Cape Girardeau. **For registration information, please visit:** <http://www.mlnmonursing.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