

Staffing & Retention

Dr. Grier Stewart, MD, CMD
Christopher Schmidt, MBA, NHA, CNA
Kristy Mitchell, RN

When poll is active, respond at pollev.com/meghanmartin467
Text MEGHANMARTIN467 to 22333 once to join

Are you currently short staffed?

Yes

No

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

When poll is active, respond at pollev.com/meghanmartin467
Text MEGHANMARTIN467 to 22333 once to join

Are you currently short staffed?

Yes

No

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

Poll locked. Responses not accepted.

Are you currently short staffed?

Yes

No

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

When poll is active, respond at pollev.com/meghanmartin467
Text MEGHANMARTIN467 to 22333 once to join

What is your clinical staffing hours ratio?

Less than 3

4 or less

Greater than 4

Don't know

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

When poll is active, respond at pollev.com/meghanmartin467
Text MEGHANMARTIN467 to 22333 once to join

What is your clinical staffing hours ratio?

Less than 3

4 or less

Greater than 4

Don't know

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

Poll locked. Responses not accepted.

What is your clinical staffing hours ratio?

- Less than 3
- 4 or less
- Greater than 4
- Don't know

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

When poll is active, respond at pollev.com/meghanmartin467
Text MEGHANMARTIN467 to 22333 once to join

Does your facility use agency staffing for nurses/CNA's?

- Yes
- No

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

When poll is active, respond at pollev.com/meghanmartin467
Text MEGHANMARTIN467 to 22333 once to join

Does your facility use agency staffing for nurses/CNA's?

- Yes
- No

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

Poll locked. Responses not accepted.

Does your facility use agency staffing for nurses/CNA's?

Yes

No

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

When poll is active, respond at pollev.com/meghanmartin467
Text MEGHANMARTIN467 to 22333 once to join

Which of the following is your facility contracting labor for?

- Dietary
- Housekeeping/Laundry
- Environmental/Maintenece
- Therapy
- Wound Care
- None of the above

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

When poll is active, respond at pollev.com/meghanmartin467
Text MEGHANMARTIN467 to 22333 once to join

Which of the following is your facility contracting labor for?

- Dietary
- Housekeeping/Laundry
- Environmental/Maintenece
- Therapy
- Wound Care
- None of the above

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

Poll locked. Responses not accepted.

Which of the following is your facility contracting labor for?

- Dietary
- Housekeeping/Laundry
- Environmental/Maintenance
- Therapy
- Wound Care
- None of the above

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollby.com/app

Schmidt Wallace Staffing Philosophy

- Heavy Staffing - CNA's, Nurses and Therapists
- Patient to nurse ratio is so important
- No Contract Staff
- No Agency Staff
- DON or Nursing should not be the staffing coordinator

What is the Root Cause?

The Apple Pie
Abundance Vs. Scarcity

Not enough

- CNAs
- Nurses

Solutions for the Apple Pie

CNAs:

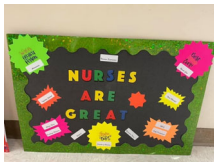
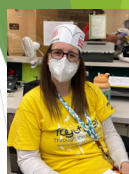
- Nursing Assistant Academy: $10 \times 4 \text{ academies} = 40 \text{ per month} \times 12 = 480 \text{ per year}$
- Alabama Nursing Home CNA classes: $10 \times 200 \text{ N.H.} = 2,000 \text{ per month} \times 12 = 24,000 \text{ per year.}$
- Goal = 10 CNAs per month! Everyone!
- LET'S GROW OUR OWN!



Solutions for the Apple Pie

Nurses:

- Offer as many scholarships as possible
- Grow Your own - Clear Career Path/Ladder
- Alabama Nursing Homes Create 5 nurses per year $\times 200 = 1,000 \text{ nurses per year}$
- Goal: 5 nurses per year per facility
- LET'S GROW OUR OWN!



Solutions for the Apple Pie

Creative Options/Solutions:

- Certify everyone possible as a CNA
- Put non-nursing personnel on the units as support staff
- Repurpose staff
- Re-engineer functions
- Customer Service Concierge
- Unit Clerks
- International Recruiting
- Alternate Care Site with staffing by UAB nurses
- Certified Medication Aids



When poll is active, respond at pollev.com/meghanmartin467
Text MEGHANMARTIN467 to 22333 once to join

What methods has your facility used to recruit new employees?

- Word of Mouth
- Recruiting from the agency
- Indeed or other websites
- Advertising

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

When poll is active, respond at pollev.com/meghanmartin467
Text MEGHANMARTIN467 to 22333 once to join

What methods has your facility used to recruit new employees?

- Word of Mouth
- Recruiting from the agency
- Indeed or other websites
- Advertising

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

Poll locked. Responses not accepted.

What methods has your facility used to recruit new employees?

- Word of Mouth
- Recruiting from the agency
- Indeed or other websites
- Advertising

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

The Front Door - Recruitment

- External Activities
 - High Schools
 - Community Colleges
 - Community Events
 - Community Businesses
- Internal Activities
 - HR, Staffing, Current Employees
- Social Media
 - Facebook, Instagram, Tik Tok
- Nursing Assistant Academy
- Messaging/Marketing
- Indeed Advertising



When poll is active, respond at pollev.com/meghanmartin467
 Text MEGHANMARTIN467 to 22333 once to join

What activities has your facility used to retain employees?

Social Events

Giveaways

Bonuses

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

When poll is active, respond at pollev.com/meghanmartin467
 Text MEGHANMARTIN467 to 22333 once to join

What activities has your facility used to retain employees?

Social Events

Giveaways

Bonuses

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

Poll locked. Responses not accepted.

What activities has your facility used to retain employees?

- Social Events
- Giveaways
- Bonuses

Start the presentation to see live content. For screen share software, share the entire screen. Get help at polllev.com/app

The Back Door - Retention

- First Impressions
- Application/Interview/Hiring Process
- Orientation
- First 90 Days
- Weekly Retention Activities
- Department Recognition Activities
- Level 5 Activities
- Messaging/Marketing
- Mentor Programs
- Staff Involvement
- Staff Communication
- Staff Retention Meeting
- Employee Feedback/Input
- Recognition



When poll is active, respond at polllev.com/meghanmartin467
Text MEGHANMARTIN467 to 22333 once to join

How would you describe the culture of your facility?

- Friendly
- Supportive
- Cold
- Hostile

Start the presentation to see live content. For screen share software, share the entire screen. Get help at polllev.com/app

When poll is active, respond at pollev.com/meghanmartin467
Text MEGHANMARTIN467 to 22333 once to join

How would you describe the culture of your facility?

Friendly
Supportive
Cold
Hostile

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

Poll locked. Responses not accepted.

How would you describe the culture of your facility?

Friendly
Supportive
Cold
Hostile

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

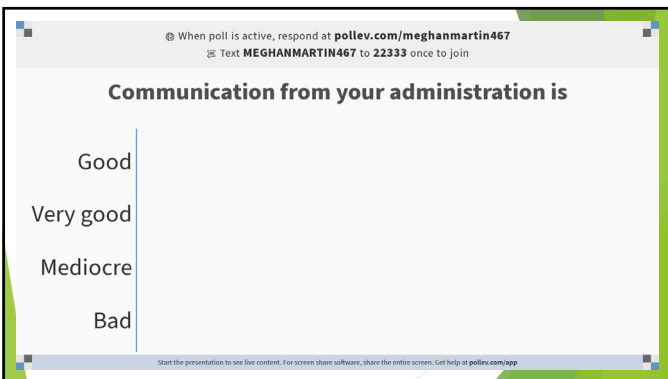
Inside The House - Environment & Culture



- Culture
- Environment
- Servant Leadership
- Leadership Retreats
- Gold Standards







Poll locked. Responses not accepted.

Communication from your administration is

- Good
- Very good
- Mediocre
- Bad

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

Servant Leadership

- Hands Dirty
- Respect
- Firm, Fair and Consistent
- Listen First
- Hug and Holler



When poll is active, respond at pollev.com/meghanmartin467
Text MEGHANMARTIN467 to 22333 once to join

Teamwork in your facility is

- Good
- Very good
- Mediocre
- Poor

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

When poll is active, respond at polllev.com/meghanmartin467
Text MEGHANMARTIN467 to 223333 once to join

Teamwork in your facility is

Good
Very good
Mediocre
Poor

Start the presentation to see live content. For screen share software, share the entire screen. Get help at polllev.com/app

Poll locked. Responses not accepted.

Teamwork in your facility is

Good
Very good
Mediocre
Poor

Start the presentation to see live content. For screen share software, share the entire screen. Get help at polllev.com/app



Leadership Retreat

- Personal Growth
- Business Development
- Team Building



When poll is active, respond at pollev.com/meghanmartin467
Text MEGHANMARTIN467 to 22333 once to join

Does your facility have fun with staff and residents?

Yes

Sometimes

Rarely

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

When poll is active, respond at pollev.com/meghanmartin467
Text MEGHANMARTIN467 to 22333 once to join

Does your facility have fun with staff and residents?

Yes

Sometimes

Rarely

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

Poll locked. Responses not accepted.

Does your facility have fun with staff and residents?

Yes

Sometimes

Rarely

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

Do you have a full range of staff on your quapi committee including nursing, dietary, maintenance, admin, CNA's, housekeeping,?

Yes

No

We include these plus others

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

When poll is active, respond at pollev.com/meghanmartin467
Text MEGHANMARTIN467 to 22333 once to join

Have you replaced your DON since March 2020?

Yes

No

Multiple times

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

When poll is active, respond at pollev.com/meghanmartin467
Text MEGHANMARTIN467 to 22333 once to join

Have you replaced your DON since March 2020?

Yes

No

Multiple times

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

Poll locked. Responses not accepted.

Have you replaced your DON since March 2020?

Yes

No

Multiple times

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

When poll is active, respond at pollev.com/meghanmartin467
Text MEGHANMARTIN467 to 22333 once to join

Have you replaced your administrator since March of 2020?

Yes

No

Multiple times

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

When poll is active, respond at pollev.com/meghanmartin467
Text MEGHANMARTIN467 to 22333 once to join

Have you replaced your administrator since March of 2020?

Yes

No

Multiple times

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

Poll locked. Responses not accepted.

Have you replaced your administrator since March of 2020?

Yes

No

Multiple times

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

When poll is active, respond at pollev.com/meghanmartin467
Text MEGHANMARTIN467 to 22333 once to join

How engaged are you as a medical director in staff retention?

Very

Somewhat

Not at all

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

When poll is active, respond at pollev.com/meghanmartin467
Text MEGHANMARTIN467 to 22333 once to join

How engaged are you as a medical director in staff retention?

Very
Somewhat
Not at all

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

Poll locked. Responses not accepted.

How engaged are you as a medical director in staff retention?

Very
Somewhat
Not at all

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

When poll is active, respond at pollev.com/meghanmartin467
Text MEGHANMARTIN467 to 22333 once to join

Do you use dedicated staff for COVID+ patients still?

Yes

No

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

When poll is active, respond at pollev.com/meghanmartin467
Text MEGHANMARTIN467 to 22333 once to join

Do you use dedicated staff for COVID+ patients still?

Yes

No

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

Poll locked. Responses not accepted.

Do you use dedicated staff for COVID+ patients still?

Yes

No

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

Gold Standards

- Greet and Meet
- Escort customers
- Professional Manners
- Don't Pass
- It's not my job
- Positive Mental Attitude
- Take the heat
- Yes, I can
- F.O.C.U.S.
- Kindness is Free - Give It Away



We Can Do This!