

Reduce Staff Turnover and Boost Employee Morale

**Thursday, June 30, 2011
2:00-3:15 p.m. (PT)**



Webinar Presenters

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California LANE

(Local Area Network for Excellence)

- Aging Services
- California Association of Health Facilities (CAHF)
- California Department of Public Health (CDPH)
- Coalition for Compassionate Care of California
- California Culture Change Coalition
- California Association of Long Term Care Medicine (CALTCM)
- CMS Region IX
- Health Services Advisory Group of California, Inc., (HSAG of California)
 - LANE Convener
- Long Term Care Ombudsman
- Individual members and nursing homes

Housekeeping

- The PowerPoint slides for this Webinar are posted at <http://www.hsag.com/canursinghomes/campaign.aspx>.
- Post your questions using the chat or Q&A box.
- Questions will be addressed following the Webinar.
- CEU instructions will be provided following the completion of today's Webinar.
 - *Health Services Advisory Group, Inc., approved by the California Board of Vocational Nursing, provider number V10664; the Nursing Home Administrators Program, provider number 00001729; and the Board of Registered Nursing, provider number CEP 15360; to award 1 Contact Hour of continuing education.*

Objectives

- Learn practical ways to boost employee morale and reduce absenteeism and turnover.
- Hear how consistent assignment improves care and resident and staff satisfaction.
- Learn how to implement consistent assignment and track your effectiveness.
- Identify ways the *Advancing Excellence in America's Nursing Homes Campaign* can assist you in reducing turnover and implementing consistent assignment.

Your State's Campaign Progress

Advancing Excellence
in America's Nursing Homes
Helping nursing homes make a difference in the lives of residents and staff.

HOME ABOUT THE CAMPAIGN RESOURCES PROGRESS FOR PARTICIPANTS

SEARCH POWERED BY GOOGLE

UPDATES BY STATE
- Campaign Results
- Recruitment Levels

LIVE UPDATES

Participating nursing homes in Phase 2:
27 (0.2%*)

Participating consumers:
2233

Advancing Excellence in America's Nursing Homes

Advancing Excellence in America's Nursing Homes is a [national campaign](#) to encourage, assist and empower nursing homes to improve the quality of care and life for residents.

Comprised of long term care providers, medical professionals, consumers, employees, and state and federal agencies, AE is the largest and first coalition of its kind to measure quality by setting clinical and organizational goals for nursing homes.

The coalition stimulates quality improvements by providing nursing homes with free, current and practical evidence-based [resources](#), empowering residents and their families with education, and helping participants reach their targets. Homes can compare their progress with state and national averages. To see a list of [coalition leaders](#) >

Register today to help advance excellence!

Nursing Homes: Register today!	Consumers: Register today!	Staff: Register today!
Why register?	Why register?	Why register?

RE-ENROLL NOW!

FIND RESOURCES

FIND PARTICIPANTS

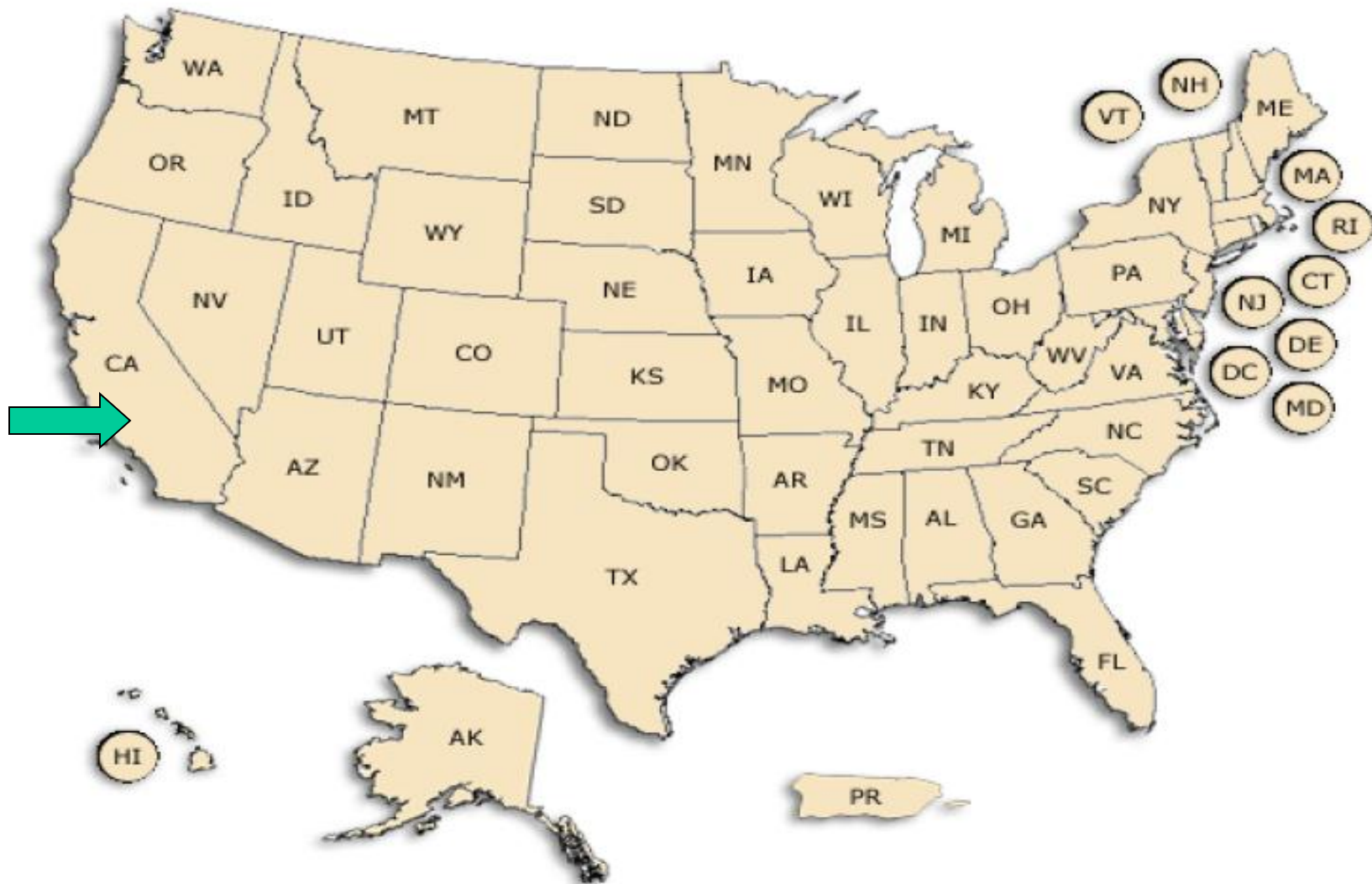
SET TARGETS

GET HELP

NEW!
[Fact Sheets for Certified Nursing Assistants](#)

Go to www.nhqualitycampaign.org

Campaign Data by State



California Enrollment Statistics

PHASE 2 (OCTOBER 22, 2009 - DECEMBER 31, 2011)	California (CA)	Nation
Participating nursing homes:	428	7256
Percentage of participating nursing homes**:	34.7%	46.2 %
Ranking of goals selected by nursing homes***:	#1 = Goal 4 #2 = Goal 5 #3 = Goal 7 #4 = Goal 8 #5 = Goal 3 #6 = Goal 1 #7 = Goal 2 #8 = Goal 6	#1 = Goal 5 #2 = Goal 4 #3 = Goal 7 #4 = Goal 1 #5 = Goal 6 #6 = Goal 3 #7 = Goal 2 #8 = Goal 6
Participating consumers:	84	3025
Participating nursing home staff:	85	1780

** Denominator is the latest available count of Medicare and/or Medicaid certified nursing homes, updated quarterly. Numerator is all registered participants (Medicare and/or Medicaid certified and non certified nursing homes), updated daily.

*** Goals are: Goal 1 - Staff Turnover; Goal 2 - Consistent Assignment; Goal 3 - Restraints; Goal 4 - Pressure Ulcers; Goal 5 - Pain; Goal 6 - Advance Care Planning; Goal 7 - Resident/Family Satisfaction; Goal 8 - Staff Satisfaction

Resources

Advancing Excellence

in America's Nursing Homes

Helping nursing homes make a difference in the lives of residents and staff.



HOME

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Participating nursing homes in Phase 1:
7481 (47.6%)

Advancing Excellence in America's Nursing Homes

Advancing Excellence in America's Nursing Homes is a national campaign to encourage nursing homes to improve the quality of care.

Comprised of long-term care consumers, employers, and the largest and first setting clinical and research.

The coalition stimulates nursing homes with resources, empowers education, and help families can compare their View the list of [COA members](#).

- By Goal
- Implementation Guides
- Newsletters
- Webinars
- Videos
- Top Ten Guides
- Manual for Change
- CNA Fact Sheets
- Consumer Action Plan
- Consumer Fact Sheets
- Glossary

America's

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by providing evidence-based families with targets. Homes national averages.

RE-ENROLL NOW!

FIND RESOURCES

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SET TARGETS

GET HELP

NEW!

[Download the Updated Staff Turnover Calculator Tool](#)

[Fact Sheets for Certified Nursing Assistants](#)

Register today to help advance excellence!

Why register as a nursing home?

Why register as a consumer?

Why register as staff?

Staff Turnover Resources

- Implementation Guide
- Interventions Table: Staff Retention
- Tool for Calculating Staff Turnover
- Consumer and Staff Fact Sheets
- Staff Stability Toolkit
- Webinars:
 - Staff Turnover: Overview for Tool Use
 - Staff Stability: Learn to Manage Your Resources and Improve Staff Morale

Consistent Assignment Resources

- Implementation Guide
- Consistent Assignment Calculation Tool
- Consumer and Staff Fact Sheets
- Consistent Assignment Articles
- Video—Where Do You Start and How Do You Do It?
- Webinar—Consistent Assignment: Overview for Tool Use

Conclusion

- The *Advancing Excellence* Campaign encourages nursing homes to focus on the following organizational goals:
 - Consistent assignment
 - Staff turnover
 - Advance care planning
 - Satisfaction: resident, family, and staff
- Improvement in these areas will support and reinforce improvement in the clinical areas of physical restraints, pressure ulcers, and pain.
- **Data entry of the organizational goals on the Web site is essential for benchmarking.**
- While QM/QI reports are unavailable, the tracking tools can be used to track individual nursing home data.

Questions

- Please post your questions in the chat or Q&A box to the right of your screen.
- These PowerPoint slides are available at <http://www.hsag.com/canursinghomes/campaign.aspx>. The recording will be posted within a week.
- You will receive a SurveyMonkey e-mail link. Please click on the link and fill out the survey to receive your CEUs.
- Please complete the pop-up survey following the completion of this Webinar.

Thank you for Supporting the *Advancing Excellence Campaign*



This material was prepared in part by Health Services Advisory Group of California, Inc., the Medicare Quality Improvement Organization for California, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy.

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