

Plan for Sustainability

Staffing

It is important that hard-won quality improvements are not lost as attention shifts to other priorities and team/staff revert to the “old ways” of doing things.

Sustainability is locking in the progress that has been made already and continually building upon it. ⁱ

Recommendations
<ul style="list-style-type: none">• Create a POSITIVE work environment.
<ul style="list-style-type: none">• Complete staff, resident, family satisfaction surveys at least twice a year. If you can complete them quarterly, it will even be better. Provide feedback to the staff during staff meetings. Provide feedback to residents and families during the resident/family council meetings.
<ul style="list-style-type: none">• Schedule staff meetings routinely and allow the staff to present topics and solutions to their concerns. Encourage their participation and let them know that their concerns are important to you.
<ul style="list-style-type: none">• Develop a good working relationship with each one of your staff. Provide them with positive feedback and be genuine with your interest in their professional growth. Provide guidance and education to the staff to help them grow in their position.
<ul style="list-style-type: none">• Show appreciation to the staff and be creative with ideas. The staff want to enjoy coming to work so make it a fun place to work.
<ul style="list-style-type: none">• Designate an area of the facility for staff recognition. Each staff member wants to feel valued. It is not always about making the most money.
<ul style="list-style-type: none">• Stay competitive with staff wages.
<ul style="list-style-type: none">• Complete employee performance evaluations at least annually.
<ul style="list-style-type: none">• Complete Exit interviews for all staff that has resigned. Report these findings to the administrator and department supervisor. Seek resolution if employee is leaving because of a particular instance.
<ul style="list-style-type: none">• Keep facility ads current and interview all candidates in a timely manner. Be creative with your ads and consider revisiting employees that have left in the past.
<ul style="list-style-type: none">• Initiate a Retention and Recruitment Committee. Include a representative from all departments and direct care staff.
<ul style="list-style-type: none">• Improve the Orientation Process to include one to one assignment, buddy system, introduction of depart, supervisors, etc. It is very important to make the new employee feel wanted and comfortable.
<ul style="list-style-type: none">• Provide routine staff education on job burnout, customer service and Importance of Positive Body Language.
<ul style="list-style-type: none">• Present all information gathered related to staffing in the QAPI meeting. Discuss any current trends, plans of action and how the facility will continue to monitor this going forward. Any new ideas will be considered for the action plan.
<ul style="list-style-type: none">• Maintaining stability with staffing is a challenge but it can be done with everyone’s participation and dedication. Open communication is key to the facility’s success.

ⁱScoville R, Little K, Rakover J, Luther K, Mate K. *Sustaining Improvement*. IHI White Paper. Cambridge, Massachusetts: Institute for Healthcare Improvement; 2016