



# Texas Health and Human Services Quality Monitoring Program

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# Staff Recruitment and Retention

# Long-Term Care Issues

- Staffing Issues
- Increased rates of Abuse, Neglect, and Exploitation
- Increase in medication errors
- Lack of adequate documentation
- Inability of staff to recognize signs and symptoms of resident decline
- Lack of understanding of the required nurse oversight of CNAs
- Lack of understanding of the nurse's scope of practice

# Why do Staff leave long-term care?

- Deficiencies in Pay
- High Workload
- Poor Staffing
- Poor working conditions
- Work schedule not meeting one's needs
- Length of experience
- Underdeveloped to care for the geriatric population

# Staff Recruitment

# Importance of Hiring the Right Person

- A facility's success depends on hiring the right person for each of the jobs that need to be done
- Employees are the heart and soul of the facility:
  - They are what makes the facility run
  - The facility cannot run unless someone (the employees in this case) is doing the work
- Employers are not the only ones that feel the effects of hiring the wrong person
  - They have an affect on other employees as well as the residents living in the facility.

# Characteristics of the Right Person

- Dependable
- Have a positive attitude
  - Take Initiative
- Have Compassion
  - Are Loyal
  - Efficient

# Creative Recruiting Strategies

- Staff referral bonuses
- Sign on bonuses
- Tuition reimbursement
- Provide a favorable work-life balance
- Offering relocation incentives, commuting incentives, etc.
- Opportunities for career advancement
- Provide flexible scheduling to attract those with traditional scheduling conflicts





# Forbes' 7 C's for Recruiting the Right Person

- Competent
- Capable
- Compatible
- Commitment
- Character
- Culture
- Compensation

# Applicant Screening



# The Interview Process



# My Role in the Recruitment Process

- Refer candidates that meet the organization's needs
- Participate in the interview process
- Be available as a mentor
- Present a positive image of the organization

# Staff Retention

# New Employee Orientation



# Basic Components of Orientation

- History of the facility
- Familiarity of the facility layout
- Increased knowledge about the organizational mission, vision, core values, and its diversity
- Employee policies and procedures
- Explanation of Employee Benefits and Services
- Core facility trainings
- Introduction to nursing facility leadership and staff



# What should be in an Orientation Kit?





# Making Orientation Fun



# Professional Support and Development

- Extended Orientation (if needed or requested)
- Developing Leaders
- Peer Mentoring / Preceptor programs
- Transition to Practice Programs
- Continuing Education Trainings

# Transition to Practice Programs

- Overview of the Long-term care setting
- Caring for the older adult
- Nursing care for persons with various functional impairments in nursing homes
- Management concepts
- Quality improvement
- Nurse duties and responsibilities inside the nursing home
- Legal and Ethical concepts
- Available Resources

# Creating the Right Culture



# The Right Culture

- Assisting each other when needed
- Open door policy
- Open dialogue with leadership
  - Suggestions for necessary changes
- Consistent staffing and adequate ratios based on resident needs

# Shared Governance

- Nurse Practice Councils
- Quality Improvement Efforts
- Peer Interviewing
- Self-Scheduling

# Boost Morale

- Recognize great work
- Be available
- Reward loyalty and mentorship

# Questions or Comments?





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