

Metastar 7/06 Employee Retention

1. Issues 19 years ago
 - a. Inadequate supply of CNAs
 - b. Frequent call-ins
 - c. Revolving door for new hires: “mirror methodology”
 - d. Result: working short

2. CNA input
 - a. No discipline
 - b. Poor hiring decisions
 - c. Some “eating their young”
 - d. Agency staff issues
 - e. Nobody cares—we’re “just CNAs”

3. CEO/Administrator-DON commitment
 - a. Hands-on management
 - b. Wages 1% more than other staff increases
 - c. Eliminate agency
 - d. In-house bonuses-\$3.45/ hr.
 - e. Ban phrase-“working short”
 - f. Reintroduce discipline
 - g. Enforce discipline
 - h. Better hiring decisions:
 - 1) Increase performance expectations
 - 2) Assist staff to meet expectations
 - 3) Be a good employer:
 - a) Wages
 - b) Benefits
 - c) Communication
 - d) Equipment
 - e) Commitment
 - i. High School Youth Apprentice Program
 - j. Mentor Program
 - k. Gratitude Attitude Program-6 years
Based on the premise that a negative attitude or philosophy is contagious and affects the service that we provide and how we feel about each other and our families. We try to create an environment that promotes a positive philosophy at home and

in the facility. It purposefully encourages looking for the positive in every situation at work and at home.

1. Gratitude Attitude Committee plans:
 - 1) Staff lounge display monthly
 - 2) Signage of phrases of encouragement or fun throughout the facility:
 - a) “Sometimes you’re the pigeon and sometimes you’re the statue”
 - b) “Always keep your words soft and sweet, you may have to eat them”
 - c) “Never put both feet in your mouth at the same time, because then you won’t have a leg to stand on”
 - 3) At least 2 activities per month:
 - a) Flag Day
 - b) National Hug Day
 - c) Be an Angel Day
 - d) Make a Difference Day
 - e) Ugly Tie day
 - f) CNA or Nurses’ Day potluck
 - g) Summer cookouts

DARE TO HAVE FUN AT WORK-Include the residents!!!!!!!!!!!!!!!!!!!!!!
A one year program is available through WAHSA.

4. Benefits
 - a. Fosters understanding of expectations
 - b. Fosters commitment
 - c. Employees feel welcomed and valued
 - d. Residents feel “family” environment
 - e. Employees bring others
 - f. Turnover ’05–15%
 - g. 2 CNAs hired since 9/1/05
 - h. 40 CNAs hired in ‘97
 - i. Staff happy
 - j. Residents and families happy with care and environment
 - k. Visitors and volunteers give positive feedback
 - l. Resident “report card” on care