

MetaStar Teleconference Outline

1. Attention to staff selection
 - a. Have a consistent list of open-ended questions for each CNA candidate to answer.
 - b. Interview at least 3-4 candidates for each position.
 - c. Give them a tour and expose them to less than your best-behaved residents to see how they react to them.
 - d. Follow your gut feelings just as much or more than what is said.
 - e. Outline clearly what the facility's expectations of attendance and performance are, so that they have no surprises if hired.

2. Orientation process and mentoring
 - a. Be consistent with the number of shifts for which the new CNA is trained no matter what your staffing needs are.
 - b. Make sure that the CNA trainer has an excellent attitude as well as excellent skills and that the trainer still enjoys what they are doing.
 - c. Do not put the new employee with several different trainers because it does not work.
 - d. Do not move the new employee to numerous different assignments during training because it is too overwhelming.
 - e. Assign each new employee to a mentor so they have the support they need. (will discuss)
 - f. Have the supervisor check with them at least every 1-2 weeks on how they are doing and if they can help them in any way. Let them know if you have received feedback on something in particular they need to work on. Don't wait until the first evaluation.
 - g. Let them know the good comments you are hearing from the staff about them.
 - h. Reinforce your open-door policy with any concerns they might have or questions to ask.
 - i. Check with them to make sure that the schedule they have been given is what you promised and that it meets the needs of their personal lives as much as possible.
 - j. Encourage them to bring in their families to see where they work and to meet staff.

3. Perks that will make the difference
 - a. Make sure that your wages and benefits are competitive with the other facilities in your area. Turnover is very expensive and may cost more than raising the hourly rate a little.
 - b. Gift certificates for extra shifts over and above their FTE.
 - c. Free meals for holidays when they are working.
 - d. Dress-up days
 - e. Anniversary presentations
 - f. Thank yous for the care they have given when one of their residents dies.
 - g. Bereavement services
 - h. Employee appreciation week
 - i. Nursing home week
 - j. Lend a helping hand program
 - k. Birthday cards sent to their homes
 - l. Homemade Christmas presents
 - m. Treats when they have had a very challenging day or week
 - n. Christmas party and summer picnic
 - o. "Extra mile" awards

4. Growth and promotional opportunities
 - a. Tuition reimbursement program
 - b. Senior CNA position
 - c. Restorative position
 - d. CNA CQI team
 - e. Working with students
 - f. Opportunity for outside seminars and workshops
 - g. Spirit committee
 - h. Being a mentor

5. Items that keep them coming back to work
 - a. Permanent assignments
 - b. Having a supervisor or DON work on their shift with them.
 - c. Having nursing supervision make rounds and greet them by first name and wish them a good shift.
 - d. Give them some space and understanding when they are having personal crises.
 - e. Sharing with them the statistics to prove that care is steadily improving (I use quality indicators measurement)
 - f. Posting thank you notes for all to see from families of residents.
 - g. Employee appreciation fund