



## Creating a Culture of Staff Empowerment

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## Your Co-Hosts



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**ON TODAY'S WEBINAR,  
ALL ARE WELCOME  
TO ASK QUESTIONS  
AND SHARE.**

*That's the point of the webinar!*




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# Today's Agenda

- Staff Stability  
JoAnn Hibl, Faith Lutheran Home
- Empowering Staff Participation in QAPI Activities  
Donald Wilson, Village at Northrise
- Questions and Sharing




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# POLLING QUESTION #1




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# Long-Term Care Empowering Staff



JoAnn Hibl, RN, DNS  
 Joby Flynn, Administration  
 Staci Green, Social Services  
 NEMHS Faith Home

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## We have a goal.

Every employee knows the goal and how their job affects it.

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## We have employee service standards.

All employees are aware of the standards and are held to them.

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## We offer advancements or additional duties.

- Certified feeding assistants
- Supply clerk
- Team leader
- Apprenticeships

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## We mentor our young.



We employ high school students as CNAs or in other departments.

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## We allow for flexible schedules and assignments.



- Attempt permanent assignments
- Honor most requests for time off
- Team leader

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How we handle it...

## OUR APPROACH TO FREQUENT ABSENCES

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## Staci Green



- CNA Faith Home
- Move
- Opportunities for advancement upon return to Faith Home

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## Joby Flynn



- Job experience at Faith Home
- Apprenticeship and Future

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# QUESTIONS?

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## POLLING QUESTION # 2



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## EMPOWERING EMPLOYEE PARTICIPATION IN QAPI ACTIVITIES

Donald Wilson, Center Executive Director  
Village at Northrise  
Las Cruces, New Mexico



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## ABOUT VILLAGE AT NORTHRISE



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## What we did and how we did it

- Excellence Teams
  - Clinical: 7 front-line staff
  - Operations (Safety): 8 front-line staff
  - Business Results: 3 front-line staff
  - Customer Care: 8 front-line staff
  - Staff Care: 7 front-line staff
- Six-month assignment
- Preceded by training and followed by completion




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## How we involve staff in QAPI

- FOCUS-PDCA
- Include front-line staff in “root cause analysis”
- If you meet your target for improvement, throw a party!! Can we celebrate our successes too often?




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## Staff accountability and feedback

- Front-line staff are involved in completing Organizational QAPI activities (e.g., monthly audits)
- Questions asked at the end of the meeting:
  - What training, equipment or supplies do you or your co-workers need in order to perform your job?
  - What obstacles are there to your peak performance? What is it that gets in the way of you doing your job to your best ability?




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## Many ways to recognize employees

- Public recognition  
(if the employee would see that as a reward)
  - Center for Nursing Excellence  
<http://www.nmnursingexcellence.org/page/59>
  - NMHCA Best of the Best  
<http://www.nmhca.org/statewide-awards>
  - AHCA/NCAL Employee Awards  
[https://www.ahcancal.org/about\\_ahca/ahca\\_membership/Pages/AwardsProgram.aspx](https://www.ahcancal.org/about_ahca/ahca_membership/Pages/AwardsProgram.aspx)




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## Make it fun!

- Restraint-Free Certification
- Fun challenges
  - Walk to End Alzheimer’s fundraising
  - Independent Living Center deposits
  - Water balloon “dodgeball”
  - Dunk tank
  - ??




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## QUESTIONS?




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