



The AR AE Review

Letter from the Director

Greetings from the AR AE Campaign!

Remember, staff retention and staff stability are a part of culture change. And, this is a reminder that Arkansas selected **Goal 1: Minimize Staff Turnover** as one of our goals to work on this year as it was ranked **one of the top two goals** that all of the homes in Arkansas were interested in improving. This goal expands beyond CNAs and recognizes that other staff members including licensed nurses, DONs and Administrators are also critical to the success of the organization and the improvement in resident outcomes. Stability and longevity in key leadership positions is a great messaging opportunity. The *Campaign Objective* –The average annual turnover rate will be: RNs at or below 65%; LPNs at or below 35%; and CNAs at or below 65%; to be achieved by Quarter 4, 2011. I am including on **page 2** a fact sheet from the *Campaign* for how to involve your CNAs in **Improving Staff Retention**.



The *Advancing Excellence Campaign* is receiving very little staff turnover data from Arkansas. Between March 1st and July 15th of this year, only 7 homes submitted data. The number one reason stated for not submitting data is that you are still **not aware of the process**. Second is that you do not know your username and password which is needed to enter turnover data. (I do not keep these on file as they are considered part of your confidential information). Please see instructions below for the **Process to Submit your Staff Turnover Data**.

Respectfully,

Carole Ault

Carole Ault, BSN, RN

Program Director Arkansas Advancing Excellence Campaign

> Download the new [Tool for Calculating Consistent Assignment](#)

> Download the updated [Staff Turnover Calculator Tool](#)

> You can now [submit your monthly staff turnover data](#) to the Campaign

> Become a fan of the [Advancing Excellence campaign on Facebook](#)

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Process to Submit Your Staff Turnover Data to Advancing Excellence Campaign

- Go to www.arkansasadvancingexcellence.org
- Click on Resource Links
- Click on (first one) Advancing Excellence in America's Nursing Homes
- Go to right hand column of Home page, just above Facebook logo
- Click on Submit Turnover Data
- Log in (Username and Password required; must **call Carol Compas at AFMC (501) 212- 8714 to obtain if you do not have**
- Enter data for CNAs, RNs, and LPNs after selecting year and month
- Click on Submit my data

Improving Staff Retention

Why is staff retention important?

Staff who are familiar with a nursing home's resident's routines and practices are likely to provide better care and are more likely to develop bonds with residents and with other staff. Improved staff retention also means that caregivers will likely spend less time teaching temporary staff about residents' care needs, likes and dislikes or nursing home routines. The Advancing Excellence Campaign seeks to make sure "nursing homes will take steps to minimize staff turnover in order to maintain a stable workforce to care for residents."

How nursing assistants can help retain good staff:

- Become a member of or help create a staff retention committee
- Advocate for a "buddy program" to welcome and orient new employees
- Check with new staff to see if they have any questions
- Help new staff understand policies and procedures
- Help new staff respond to each resident's needs and preferences
- Be willing to work with/partner with new employees in their first weeks of work
- Be willing to trade shifts with new employees if emergencies arise
- Be willing to include new employees in your carpool
- Be willing to share your meal times or breaks with new employees
- Be patient, have fun, and be flexible

How staff can help the nursing home attract good employees:

- Assist with recruiting and hiring of quality staff.
- Assist with training.
- Speak up about things that are both working and not working in the nursing home
- Create an employee council.
- Commit to improving communication between and among all staff.
- Learn about and participate in the nurse's quality improvement (QI) program.
- Answer any staff surveys the nursing home sends to you.
- Have staff social events and do your job the way you want others to do theirs.



Partners in Caregiving Update 2010

In order to bring about *culture change*, we all know how vital it is that we have effective communication between staff and residents and families. We all understand the importance, but it is frequently overlooked as we try to take care of all of the necessary day to day activities. We also tend to forget that many staff *need* education in communication skills. Last year AR Advancing Excellence trained 60% of the homes in Arkansas in the **Partners in Caregiving** program. This year we have 18 facilities that are in the process of implementing the program in their homes. As we move through the implementation process with the individual homes, we are hoping to gain insights that we can share with others who are interested as well. We have provided the **Partners in Caregiving** training manual as a download on our website so that anyone interested can use it. Go to <http://www.arkansasadvancingexcellence.org> , click on **Downloads** and view under **Educational Resources**.

Here are some of the homes that are currently involved in the implementation of the program:

Arkansas Nursing & Rehabilitation
Bailey Creek Health & Rehabilitation
Bentonville Manor Nursing Home
Chapel Ridge Health & Rehabilitation
Concordia Care Center
Health Care & Rehabilitation at West Memphis
Heritage Park Nursing Center
Heritage Park Nursing Center

Highland Healthcare & Rehabilitation Center
Lakewood Convalescent Home
Lakewood Nursing & Rehabilitation Center
Lonoke Nursing & Rehabilitation Center
Rector Nursing & Rehabilitation Center
Willowbend at Marion
Woodland Hills Healthcare & Rehabilitation/
Jacksonville



We are on the Web!

WWW.ADVANCINGEXCELLENCE.ORG

Email your stories or events

to TLMitchell@uams.edu

October 2010

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5 AHCA/ AALA Activity Fair & Educational Seminar Crowne Plaza- Little Rock	6	7	8	9
10	11	12	13	14 ANHNA Annual Convention Holiday Inn I 30 LittleRock	15 ANHNA Annual Convention Holiday Inn I 30 LittleRock	16
17	18 AHCA MDS 3.0 Academy State House Convention Center Little Rock	19 AHCA MDS 3.0 Academy State House Convention Center Little Rock	20 AHCA RUGs - IV Seminar State House Convention Center Little Rock	21 AIPP Carmen Bowman Artifacts That Represent a Changed Culture Little Rock	22	23
24	25	26	27	28	29	30
31 Halloween 						