Increasing Staff Retention through Training & Education

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Welcome

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Today’s Topics of Discussion

• Concern with staff turnover
• Decreased continuity of care
• Decreased quality of life (resident and staff)
• Decreased overall quality
• Encourage higher staff accountability
  – Brings value and importance to position
  – Improves work environment
  – Reduces staff interrelation frustration
  – Encourages more CNA responsibility, authority and leadership role to improve confidence and reduce turnover
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Increasing Staff Retention Through Training & Education

Family Perspective for Residents of Care Facilities
Thriving in a Care Facility

96th Birthday
March 29, 2017
Loving Life

Grand Marshal of the Rodeo Parade

Attending a summer concert and visiting with Governor Bullock
Importance of Training & Education

• Attracting and retaining employees at the CNA through nursing levels
• Ensuring best practice and knowledge for all employees
• Retaining employees
• Providing continuity of staffing for quality of care
• Communicating and supporting residents and families

Return on Investment

• Meet all required standards
• Consistency in adherence to policy, procedures, and outcomes
• Currency of knowledge and practice
• Attraction of residents
• Higher resident retention
• Reducing cost of travelers
• Higher financial returns to facility
Observations and Wish List

• Choice of words and tone of voice to uphold respect and dignity
• Support independence
• Absolute concern for residents
• Lapse of consistency in charting and shift change communication
• Triage needed for specialty care such as treating wounds
• Triage for special dietary needs
Our Presenter

Madeline Boehm
Healthcare Apprenticeship Specialist
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Why does apprenticeship increase retention?
Mentorship
Career Ladders for CNAs

CNA Specialties

- Rest Care
- Dementia
- Patient-centered care
- Behavioral health
- Geriatrics
- Palliative care/end-of-life
- Medication Aide II
Collaboration with College/University Education

- Understanding of apprenticeship
- Distance education
- Occupations
Current Programs

40 Registered Employer Sponsors

Certified Nurse Aide  40
CNA Advanced  1
CNA Dementia  8
CNA Restorative  28
Medication Aide II  11
Medical Scribe  5
CT Tech  1
Administrator (Assisted Living)  3
Administrator (Long Term Care)  1
Pharmacy Tech  2
Medical Coding (Pre-Coder)  1
Medical Claims  2
Practical Nurse  1
Paramedic  2
## Apprenticeship and Retention

### Wages and Benefits
### Training and Career Opportunities

### Organizational Structure
### Recruiting Certain Types of Workers

<table>
<thead>
<tr>
<th>Occupation</th>
<th>% Change</th>
<th>Annual Openings Due to Growth</th>
<th>Annual Openings Due to Replacement</th>
<th>Total Annual Openings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registered Nurses</td>
<td>20.8246%</td>
<td>209</td>
<td>236</td>
<td>445</td>
</tr>
<tr>
<td>Licensed Practical Nurses</td>
<td>12.1189%</td>
<td>32</td>
<td>75</td>
<td>107</td>
</tr>
<tr>
<td>Nursing Assistants</td>
<td>17.2876%</td>
<td>111</td>
<td>145</td>
<td>256</td>
</tr>
</tbody>
</table>

Source: MT DLI Research & Analysis Bureau Employment Projections, MT, 2015-2025
Questions?

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