

North Central Health Care

Wausau, WI

- Our roots date back to 1893 to the Marathon County Asylum for the Insane
- 19 Different Service Lines, 750 Employees
- Mount View Care Center = County Nursing Home within North Central Health Care
- Mount View Care Center provides care for 200 residents
 - Long and Short Term Care
 - Ventilator Dependent Neighborhood
 - Dementia Care Neighborhoods
 - Employ about 150 CNAs




Mount View
Care Center

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What Were We Thinking?

- It has become very easy to blame the generation, the applicant, the new employee, the CNA, very seldom do we focus on the Organization that is hiring them (US) as the problem.
- In 2015, **WE were the PROBLEM**. We lost countless CNAs because of what WE were doing.
 - Turnover rate was 118%, yikes right! How does that even work?
 - We had an “Opportunity” um no, it was a problem...a big one
 - It wasn’t just one issue, it was a WHOLE BUNCH of stuff that couldn’t be fixed overnight
 - “Once we have the people, we can make the changes”.
Nope, we are never going to have the people if we keep operating like this...Change it now and people will stay.
- That was the first step, admitting we were/are the problem.

What We Were Doing?

- Well you're a CNA, so go do it!
- “Mean” girls
- Rigid, inflexible schedule
 - 60+ open positions so we kept adding rules
 - We needed rules/rigidity because we were hiring “warm bodies”
- For the CNAs that we did hire, we did not set them up to be successful
- After awhile we expected people not to be successful and we blamed the new employee and took no responsibility for their demise
- Scaring people with information about our residents (Challenging)



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How many **tasks** does a **newly employed CNA** need to know in order **to be successful** at your organization?

113 Tasks = 6 Pages



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What We Changed

- Built a NEW Orientation process designed to help people be successful
- **Experience it yourself (work as a CNA)**
- Ask the question: What is it that new employees need in order to be successful?
- What is realistic for a CNA to teach while they are caring for residents and what should be taught even before they start with the residents
 - Expose them to everything, even if just a little bit
 - Big tasks: dining, charting & ADL coding, cares
- Finding the right “family”



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How We Put It All Together

- Day 1 & Day 2: North Central Health Care General Corporate Orientation
 - Information on our Core Values, Mission & Vision, Services Lines, Why we do what we do, etc.
- Day 3: Insurance & Benefits
- Day 4 thru 7: CNA Orientation
 - Day 4: Orientation to our Nursing Home for ALL Nursing Home Employees included Proactive rounding, infection prevention, laundry, housekeeping, dietary, dementia education
 - Day 5: The difference you make, “stuff” you need to do your job, dining and assistance competency
 - Day 6: Shadowing Day & follow up
 - Day 7: CNA Skills Day, ADL coding, computer time, Problem Solving



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Question To Help Me Succeed

Welcome

Please use your new included Cagney M

How Do

1. This is a working document for you to take notes on regarding everything went. You will keep this document, but please j
2. Please bring this sheet along to review today from 2:00-3:00

Date:

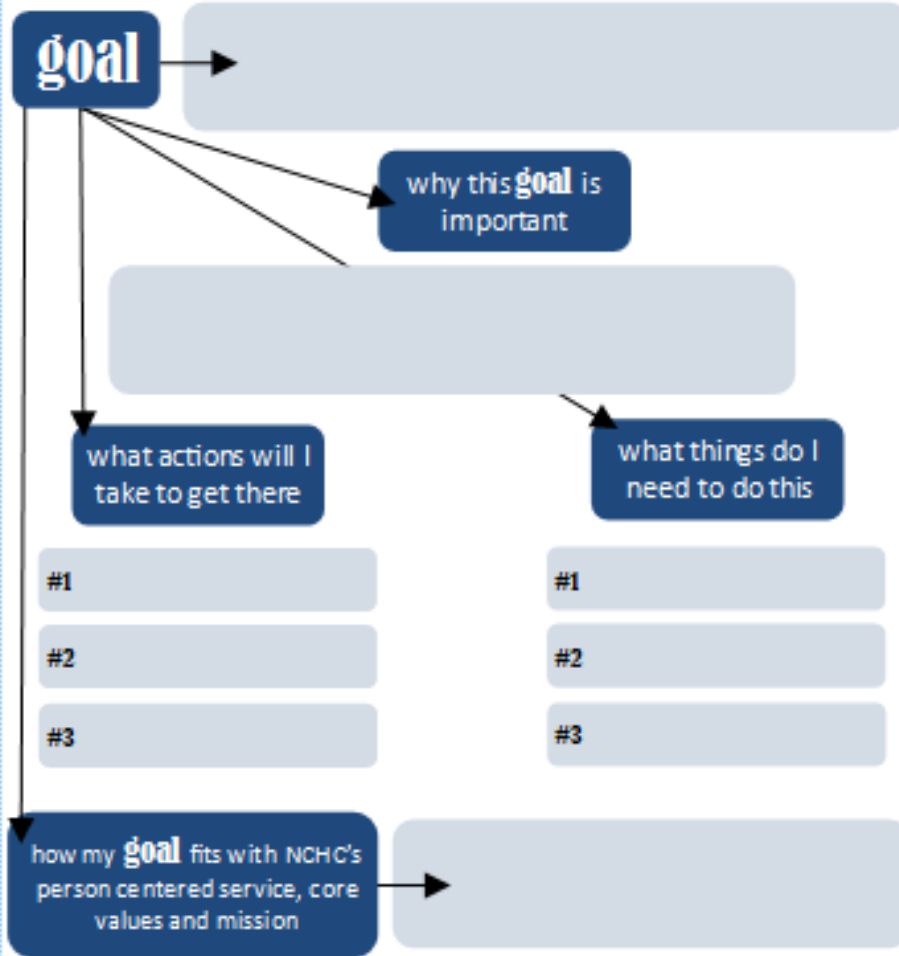
Time	What Am I Doing At This Time
	Getting residents up, prepping for meals, ta break, charting
6:00-7:00 a.m.	
7:00-8:00 a.m.	
8:00-9:00 a.m.	
9:00-10:00 a.m.	
10:00-11:00 a.m.	
11:00-12:00 a.m.	
12:00-1:00 p.m.	
1:00-2:30 p.m.	
2:30-3:00 p.m.	Meet with Cagney in Terrace Room *Meeting room within 1 st floor dining room a

North
 Person
New Employee

What C

My goal (my first 90 days)

Your brand new to Mount View Care Center. A new job, a new supervisor, new residents...a whole new chapter of You. It's exciting and nerve racking all at the same time. It's okay to feel all those things, cause we got you! We're here to support you and help you succeed. Take some time and think about what's important to you as you start this new path. Where do you see yourself in 5 days, 5 months and 5 years? What are your short term goals and



The Un

- 1.
- 2.
- 3.
- 4.
- 5.

My Advice To You

- Either do the job yourself or ask the people who do the job...ask lots of people, don't assume you know
- Start with the interview
- Don't push people through orientation...complete the process
- Don't assume people who have years of experience know how to do it "our way" or the right way
- Follow up...because its not going how you think.
I can only control my part of orientation:
 - Recruitment and Retention meeting
 - For new employees, meet with them half way through orientation when they are finished, 90 day follow up with HR & Executive Team
- And no matter how in depth your orientation is you can't teach them everything. But even a little bit is worth it.
- "My time is no more or less important than yours."



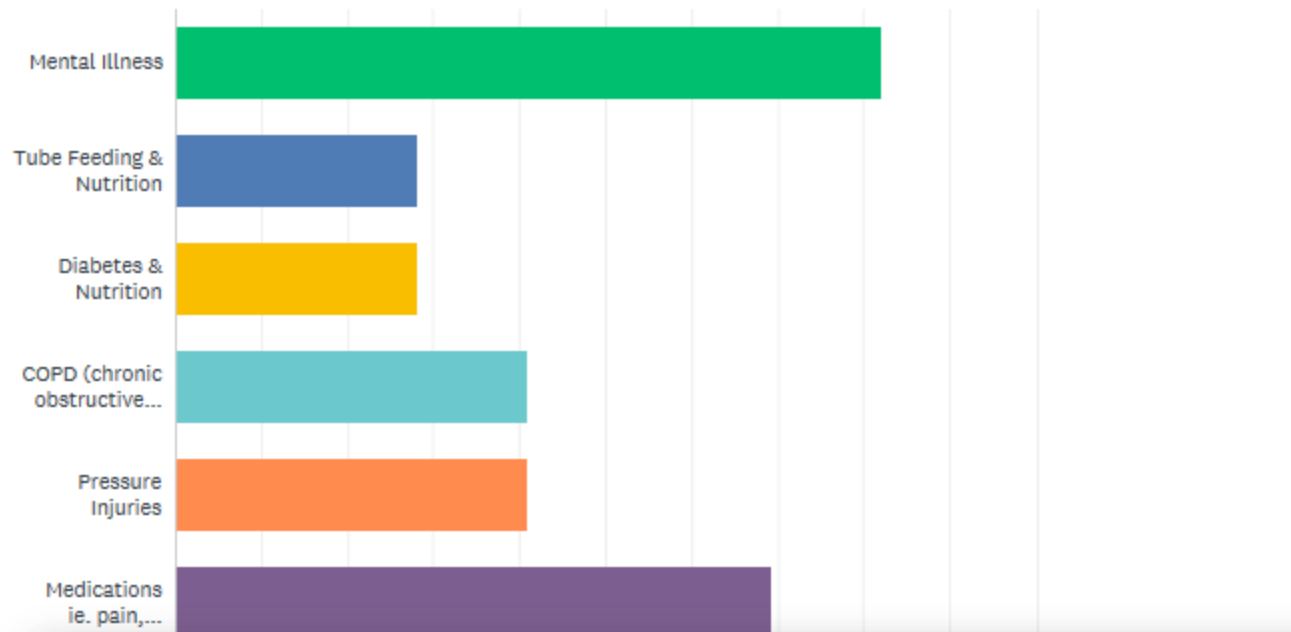
So Then What...How Do We Keep the Right People

- Misjudged that CNAs didn't want education or they didn't have time for education
- "Take responsibly for people not listening"
- Prior to 2017 we sent out all of our staff outside for training

- Monopoly Game
 - A fun way to get our staff the education they needed and wanted
 - 12 sessions, including some Saturdays
 - Collaboration between the whole Interdisciplinary team
 - Focus on Empathy
 - "I've never sat in a wheelchair before"
 - Real life care...Panis Belt

For 2018 what would you like to see EDUCATION on (check all that interest you):

Answered: 39 Skipped: 3



SOUTHERN REFLECTIONS

NEW

CAN YOU ESCAPE?

You and your team of detectives will enter 3 different "Rooms of Errors."

Look for clues, solve puzzles and work as a team to find all the errors in the resident room before time is up. The residents of Mount View are depending on you and your keen eye for details to unravel these mysteries.

AGENDA FOR THE DAY

8:45-9:30	12:45-1:30	Jeopardy	
9:30-10:30	1:30-2:30	Trauma Informed Care & Mental Health	
10:30-11:15	2:30-3:15	Medications	
11:15-11:45	3:15-3:45	Massage Therapy	
11:45-12:15	3:45-4:15	Lunch/Supper	
12:15-1:45	4:15-5:45	Death & Dying: Hospice	
1:45-2:30	5:45-6:30	Ventilator Resident Panel	
2:30-4:00	6:30-8:00	Skills	

