

CLIENT STAFFING SUCCESS SUMMARY

Maun-Lemke worked with a group of four midwestern skilled nursing centers through February 25, 2021. The group participated in our 16-week coaching process related to Recruitment, Selection and Retention of Quality Employees.

Their involved, invigorated participation led to great success with our systems, techniques and methodologies. The results are as follows:

- A. At the completion of the coaching 70 employees had been hired during the 16-week process:
 - ➔ 6 RNs
 - ➔ 13 LPNs
 - ➔ 6 Medication Technicians
 - ➔ 33 Certified Nursing Assistants
 - ➔ 12 Dietary coworkers
- B. There were only 15 positions remaining to fill in the 4 centers as of 2/25/21 with a good pipeline for applicants and a method to build talent-based advertisements.
- C. They increased staff engagement in the overall process measured by:
 - staff referrals
 - staff satisfaction scores
 - participation in planned activities
 - staff written comments
 - home office involvement
- D. They lost only 6 employees (3 were career advancement situations) in the 4 centers during the last 8 weeks of the initiative when systems, techniques and methodologies for retention were in place.
- E. By the end of the initiative, daily staff absence was reduced by over 60%.
- F. Agency staff utilization had been eliminated in the largest center with the other 3 centers on plan to be agency free by 3/30/21.
- G. They have a sustainability plan in place to ensure continued success.

This all occurred during the COVID-19 pandemic which included vigorous infection control procedures, infection control surveys, staff testing, vaccination clinics etc. The use of a center-based team with weekly coaching/feedback on proven processes along with accountable reporting can produce major success.