

The Ripple Effect: Spreading Love to Our CNA's (Pilot Program)

Purpose: To help decrease CNA turnover, by pairing the CNA with a nursing and therapy buddy, as well as improving training and orientation.

Objective: Use new and existing resources, educational strategies and partnership opportunities to improve the overall employee satisfaction and retention for the clinical teams that demonstrate readiness.

Goals:

- Reduction in turnover and associated cost
- Reduction in overtime costs, as well as money spent on agency staff
- Improvement in cross discipline relationships
- Improved EBIT

Chosen Facilities:

- Sonterra Health Center
- New Braunfels
- North Houston (no longer in the pilot program)

Must Do:

- Full day orientation for all newly hired CNA's with participation of all department heads
- Kick off Boot camp for all CNAs who did not have a thorough orientation (a refresher course)
- Work buddy (nursing AND therapy) – each CNA is paired with a nursing buddy, as well as a therapy buddy
 - o Each CNA is given a special gait belt
 - o CNA does not work alone until their buddy clears them
- 30/60/90 day retention tool – survey conducted by HR
- Restorative training by therapy to all new CNAs
 - o Our building is using this as a retention tool (6 months after hire)
- Exit interviews with CNAs that quit, with data transmitted to the People Committee
- Periodic check in conference calls

Additional Option that our facility chose:

- Scoreboard in break room to show (1) Productivity (therapists >85% and assistants >90%) (2) Above and beyond aka Moments of Truth (3) POC Completion Charting (4) Ensign U (5) Turnover YTD and (6) No breaks

Special considerations:

- 2-10 CNAs need to come in when they can overlap with therapy for at least 2 hours
- Therapy or nursing buddy gets a reward at 6 and 12 months (if the CNA is still employed)
- Therapy involvement results in a small reduction in productivity, but this is offset by decreasing CNA turnover

Our Data: 2018 (Jan-Oct)

Annualized Turnover: 88.75%
 Clinical Annualized Turnover: 134.53%
 Cost of Turnover: \$624K+
 Agency Cost: \$32K
 Clinical Overtime: \$153K

Results: Our pilot period will end in March 2019, but so far, Sonterra has the lowest turnover out of the 3 facilities that are participating in this program.

As of December 2018, our numbers were as follows:

Facility	Annualized Turnover as of Dec 2018	Total Turnover in Dec 2018	PRN Terms	Turnover under 90 Days	NSG Annualized Turnover	NSG Turnover in Dec	Estimated Cost of Turnover	NSG Overtime
Sonterra	73.51%	0	0	1	113.47%	0	0	11.4%
New Braunfels	96.45%	6	0	2	136.13%	3	\$48K	8.5%



SONTERRA
HEALTH CENTER

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