

# My Buddy and Me

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## Introduction

Legend Oaks North Houston introduced an ongoing program known as the Ripple effect in October 2018. The purpose of the Ripple Effect program was to facilitate a structured process to help improve CNA and Nursing employee retention.

Employee retention within the therapy department remains high with an average 2018 annualized turnover of less than 2%. The annualized turnover for nursing in 2018 at Legend North Houston was >200%. This has been a huge focus area for us.

The Therapy Buddy program is one of the many menu items built into the Ripple Effect program.

## How does the Buddy Program work?

We paired an existing therapy employee with an existing CNA. The idea was to partner together to strengthen the communication and patient care delivery between nursing and therapy. This approach can also be implemented with new hire CNAs being paired with tenured employees in the therapy department.

The therapy employee takes the nurse aide through a checklist of items related to transfers, bed mobility, ADL tasks, and professional development. The buddy also supports the nurse aide through education and guidance in the area of restorative nursing.

## The POWER of TOGETHER

We have seen great improvement in the level of communication between our CNAs and Rehab staff. Many of the CNAs have been helpful in documenting the changes they are finding in the presentation of patients and this has allowed the therapy team to address the needs quickly.

For many of the CNAs this is a growth opportunity to allow them to advance their clinical skills in the area of patient transfers, bed mobility, ADL tasks, and other functional techniques related to patient care.

