

50 Minutes to Improve Staff Retention In Long Term Care

Why staff leave . . .

- Poor relationships with supervisors
- Lack of autonomy or control over one's work
- Job stress – related to workload, lack of respect
- Lack of training
- Lack of opportunities for advancement
- Low wages and benefits

Why staff stay . . .

- Feel valued and respected
- Good relationship with supervisors
- Peer support
- Personal satisfaction from working with residents
- Ability to organize one's own workload
- Education and training, including orientation
- Teamwork; stable work teams
- Career advancement opportunities

Effective Strategies

- Using a coaching supervisory style
- Supporting worker autonomy and relationships with residents
- Job design that includes worker participation in resident care decisions
- Active worker participation in decision making related to work and program development
- Improving skill level of supervisors (e.g., communication, providing feedback, recognizing staff, interpersonal skills)
- Adequate orientation and continuing education at all levels
- Creating a staff position of retention specialist and/or developing a retention team to address work environment issues
- Peer mentoring
- Career ladders
- Recognizing worker excellence through activities meaningful to the worker
- Pay for performance
- Self scheduling

Resources

- Acumentra Health, www.acumentra.org/healthcare-settings/nursing-homes/index.htm
- Advancing Excellence in America's Nursing Homes, www.nhqualitycampaign.org
- American Association of Homes and Services for the Aging, www.aahsa.org
- American Health Care Association, www.ahcancal.org
- Better Jobs Better care, www.bjbc.org
- Jobs for the Future, www.jff.org
- Paraprofessional Health Care Institute; www.paraprofessional.org
- Pioneer Network, www.pioneernetwork.net