

Orientation Reduces Staff Turnover Rates

Windsor Place in Coffeyville, KS

Staff turnover rates cost long-term care facilities and can reduce the quality of care residents receive. So, how do you keep staff? Windsor Place in Coffeyville, KS might have the answer. In the past year, after implementing a new orientation process, their turnover rates have gone from 56% to 38%.

In a phone interview with Kalynn Showalter, Staff Development Coordinator, Kalynn describes what makes the orientation so special. The core philosophy of the orientation is that time spent up front with new staff members leads to people feeling more comfortable when beginning their new role and, in turn, satisfaction with their new job. Satisfaction then leads to retention and quality resident care. The following outlines the basic structure of the orientation process for CNAs:

- Total orientation is 7 days
- Day 1 and 2
 - Form completion (W2, TB skin testing, etc.)
 - HIPAA
 - Basic in-servicing (tornado, disaster, fire, etc.)
 - Experiential learning activity
 - Helps people understand losses residents might experience
- Day 3 to 7
 - Hands on demonstration of skills (transferring, bed positioning, shaving, etc)
 - Resident participation in training
 - Use of videos (*Bathing without a Battle* and others)
 - New staff members experience some aspects of life as a resident
 - New staff members meet and learn from representatives from all parts of organization (social services, activities, dietary, etc.)

One of the most unique features of the orientation is the involvement that residents have in the process. Some skills that Kalynn teaches are range of motion techniques and shaving. One resident at Windsor Place volunteered to help Kalynn with training on range of motion. The resident explains the techniques and serves as the volunteer participant as Kalynn demonstrates how to perform them. Another resident volunteer teaches new staff how to shave another person with a disposable razor. Kalynn finds that many new CNAs are afraid to shave someone with this type of razor. The resident volunteer allows the new staff to shave him and “walks them through it”.

The initial two days of training are offered every other week. The five day training is also held every other week opposite the two day training. Kalynn has set a guideline that there must be at least two participants involved in the training or it is cancelled. If there is someone that needs training and a session is cancelled, the new staff member pairs with a member of the team and learns hands on first. When the next training is offered, the new staff member must attend. In the year since the orientation has been in place, this situation has only occurred four times. Kalynn hopes to continue to involve residents in the orientation.

Seven days of orientation seems like quite an investment in time and resources; however, with a decrease in turnover rates of 18%, it seems significant. If you are interested in learning more, please contact Windsor Place at windsorplace@windsorplace.net.