

Sunnyside Nursing Home
Final Report
Contract #AFA21

Sunnyside Nursing Home was unable to complete the training for Contract AFA21, however, the training that the facility received for the hiring managers and staff retention has helped us to become better at selecting the right person for the right job. We have found if we are much more thorough in the process at the very beginning, we are more likely to retain staff. Certainly, interviewing is key, but that is only the beginning in the staff retention process. Staff has been trained to improve the orientation process which starts at interview.

Our mentoring program, which is very successful, takes over with the next steps in the retention process. We have increased our orientation time with our mentors. It has increased our costs slightly, initially, but the end result has proven to be worth it. We find greater retention beyond the first 90 day probationary period. Our mentors continue to meet monthly to problem solve and identify their own issues.

As part of FMQAI's 8th Scope study, Sunnyside continues to work on staff retention, and I'm very proud to say that our facilitator from FMQAI has commented that our work culture survey did not turn up any problems. In fact, she noted that our data showed a very stable and happy workforce. We feel the training provided through the Agency's support has helped to bring us to this point.

Our overall staff retention has improved especially in CNA turnover. At the beginning of our project our turnover rate for CNAs was 36% and is now 16.7%. Our nursing rate did increase, but we had two nurses relocate to other states and our D.O.N. retired at age 65. Housekeeping increased again due to relocation and a retirement. Please see the attached statistics for comparison.

Overall, we were pleased with our project and know we will continue to incorporate what we have learned into our daily practices. We are grateful for the opportunity to train staff to improve their skills to promote quality.

Respectfully submitted,



Diane I. Marcello
Administrator

SUNNYSIDE NURSING HOME														
TERMINATIONS														
DEPT	2006						2006						YTD	
	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL	JAN-OCT T/O RATE
OTHER ADMIN	0	0	0	0	0	0	1	0	0	0			1	25.0%
DIETARY	0	2	3	1	3	1	0	1	2	0			13	38.2%
BUS OFFICE	0	0	2	0	0	0	0	0	1	0			3	23.1%
HSK	0	1	1	1	0	1	0	0	0	0			4	30.8%
LDRY	0	0	0	1	0	0	0	0	0	0			1	12.5%
C.N.A.	0	2	2	2	0	0	0	0	0	1			7	16.7%
NURSING	1	0	0	2	1	0	0	0	3	2			9	30.0%
FACILITY WIDE	1	6	8	7	4	2	1	1	6	3	0	0	39	27.1%
EMPLOYEES @ MONTH END														
FACILITY WIDE	126	125	122	120	121	120		119						144 ACT DUR YR