

Improving Staff Satisfaction

Why is staff satisfaction important?

Employee satisfaction has been proven to improve the quality of care within your facility and decreases employee turnover. Advancing Excellence's goal is that "Almost all nursing homes will assess staff satisfaction with their work environment at least annually and upon separation and incorporate this information into their quality improvement activities."

How can nursing assistants help improve staff satisfaction?

- Show respect for other employees.
- Facilitate good communications between all departments.
- Show appreciation to other staff for a job well done.
- Encourage interdepartmental functions such as picnics so employees can meet other employees' families and learn more about one another away from the workplace.
- Encourage fun functions involving staff, residents and families.
- Check with new staff regularly to see if they have any questions.
- Advocate for a peer mentoring program to welcome and orient new employees.
- Help new staff to understand policies and procedures specific to your facility.
- Help new staff become familiar with the work environment.
- Help new staff learn individual resident needs and preferences.
- Be willing to work with/partner with new employees in their first weeks of work.
- Help your nursing home become involved with community projects.
- Remember that there is more than one way to do things.

Help the nursing home become the employer of choice:

- Assist with recruiting and hiring of quality staff.
- Assist with providing quality training and in-services.
- Speak up about things that are working in your facility and things that need improvement.
- Develop an employee council.
- Commit to improving communication, recognizing that it is a two way street, to and from staff.
- Learn about and participate in the facility's quality improvement (QI) program.
- Answer any staff surveys the nursing home sends to you.
- Have staff social events.
- Treat co-workers as you treat residents.
- Do your job the way you want others to do theirs.



Staff Satisfaction Resources

Campaign Resources:

- "Top 10 Ideas to Involve All Staff in Advancing Excellence"
<http://www.nhqualitycampaign.org>
- "Implementing Change in Long-Term Care"
<http://www.nhqualitycampaign.org>
- "Campaign Goals and Objectives"
<http://www.nhqualitycampaign.org>

Best Practice Resources:

- "Satisfaction Among Nursing Home Employees Continue to Rise."
<http://www.mcknights.com/Satisfaction-among-nursing-home-consumers-employees-continues-to-rise-survey-finds/article/137564/>
- Workforce Webinars, Research and Publications
http://www.ahcancal.org/facility_operations/workforce/Pages/default.aspx
- The Rationale for Conducting Staff Satisfaction Surveys
http://www.hce.org/Resources/Publications/TipsandTools/TipsandTools_Aug07.pdf

Lessons Learned Resources:

- 2008 National Survey of Consumer and Workforce Satisfaction in Nursing Homes
http://www.ahcancal.org/research_data/staffing/Documents/MIVConsumerWorkforceSatisfaction2008.pdf
- US Long Term Care Workforce at a Glance
http://www.ahcancal.org/research_data/staffing/Documents/WorkforceAtAGlance.pdf

Links to Relevant Organizations:

- National Association of Health Care Assistants
<http://www.nahcacares.org>
- National Network of Career Nursing Assistants
<http://www.cna-network.org>
- Nursing Assistant Resources On The Web
<http://nursingassistants.net>
- American Association for Homes and Services for the Aged
<http://www.aahsa.org/>
- American Health Care Association
<http://www.ahcancal.org/>
- National Long Term Care Ombudsman Resource Center
<http://www.ltcombudsman.org/>