

Advancing Excellence

in America's Nursing Homes

The Campaign Advance

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Laying the Groundwork for Quality Improvement

As part of the Advancing Excellence commitment to help nursing homes make a difference in the lives of residents and staff, the campaign sponsored a Webinar titled "[Staff Stability: Learn to Manage your Resources and Improve Staff Retention.](#)" The core message of the presentation was that to truly establish a culture of quality improvement requires an adequate and stable workforce with sufficient resources.

From an experienced workforce comes the ability to sustain a process-driven, continuous quality improvement program that fosters performance excellence and quality outcomes in clinical areas such as reducing high risk pressure ulcers (Goal 1), reducing the use of daily physical restraints (Goal 2), and improving pain management (Goals 3 and 4).

The anchor for a stable workforce is high quality leadership at all levels of the organization. In addition, there is a correlation between workforce satisfaction and consumer satisfaction.

As part of the Advancing Excellence commitment to a stable workforce, you can learn more about this topic: "Coaching Supervision: Introductory skills for supervisors in home and residential care" by PHI; and, "Staff Stability Toolkit" by Quality Partners of Rhode Island. Both are available in the [Goal #7 Resources](#).

Consumer Corner

Everything Consumers Need to Know About Staff Retention

The Advancing Excellence campaign's [consumer fact sheet](#) on Increasing Staff Retention explains how staff retention is improved, what consumers should know about increasing staff retention, what questions consumers should ask nursing homes about staff retention, and what consumers can do to encourage staff retention.

Advancing Excellence Update

Advancing Excellence State Profiles Offer Wealth of Useful Data

A state profile is a snapshot of a state's publicly available data at a specific point in time. From these profiles, you can see how a state is doing and where a state should focus its quality improvement efforts. The [profiles](#) can also be used to compare one state to another.

Featured Resources

Information Available from Staff Stability Webinar

If you missed the recent Advancing Excellence Webinar/ teleconference, "Staff Stability: Learn to Manage your Resources and Improve Staff Retention", you can still get the information presented by downloading the [PowerPoint](#) or [PDF](#), and separate [audio](#).

The presentation walks you through the process framework for Goal #7 Increasing Staff Retention as well as the Staff Stability Toolkit; and provides case studies, data, and leadership practices including five management practices associated with low-turnover, high attendance and high performance.

The [Staff Stability Toolkit](#) includes guidance on root cause analysis, management practices, spending practices and the strategic use of training. This toolkit, published by Quality

Partners of Rhode Island, incorporates experiences and lessons learned in over 400 nursing homes. It is designed to serve as a resource for homes just getting started with efforts to reverse turnover as well as employers who have already started to address recruitment and retention and need further assistance in a specific area.

Events

Webinar: Integrating Satisfaction Results into Your Quality Improvement Program

The next Advancing Excellence Webinar is on Wednesday, December 10, 2008 at 2:00 p.m. Eastern time. The topic will be "Integrating Satisfaction Results into Your Quality Improvement Program". Featured speakers are Mary Tellis-Nayak, RN, MSW, MPH, and Steve Levenson, MD, CMD. Information will be posted in the News section on the Advancing Excellence Web site home page by Nov 1.

Application has been Made for 6 Contact Hours for Nurses for the LANE Interchange

Our [conference](#) for LANE Conveners and LANE members on December 2-3 in Dallas will include a full range of general sessions with dynamic speakers and concurrent sessions that focus on long-term care, quality improvement and coalition-building. See our [Web site](#) to download the conference brochure and see information about hotel reservations (cut-off date for reservations is Nov. 11), conference registration, airline discounts and shuttle discounts.

Nursing Home Success Stories

Broadway House Maintains Outstanding Staff Turnover Rates Through Low-Cost Appreciation

Broadway House for Continuing Care in urban Newark, NJ is one of the few long term care facilities in the nation for people living with AIDS. Jeanine Reilly, BSN, RNC, LNHA, Executive Director of Broadway House, took the job in 2000 and learned that the turnover rate was 120%. She knew she had to do something. Turnover costs were high, things like separation payments, dealing with the union, employment advertising, new employee orientation were added expenses. See the [Broadway House success story](#) in "read nursing home success stories."

LANE Happenings

Arkansas LANE Helps Nursing Homes Reduce Restraint Use

Congratulations to Arkansas! Since the third quarter of 2005, the LANE has worked with Arkansas nursing homes to reduce use of physical restraints from 14.5% to 6.2%, a reduction of more than 50%. The LANE conducted a series of regional training sessions and encouraged nursing homes to use the Advancing Excellence technical resources. To see how your state is doing on the clinical measures, go to the [Campaign Data by State Map](#).

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