

Recruitment & Retention Best Practices

October 25, 2018

Owen T. Larkin, MBA, NHA
Administrator Donahoe Manor

Recruitment & Retention

Baseline 3 yr. Plan

Retention	2016	2017	2018
One Year	47.28%	68.13%	85.56%
Six Month	52.61%	72.09%	100%

Turnover	2016	2017	2018
%	50.27%	46.07%	18.18%
September	(94 active / 2 res.)		2.13%

Outreach – Recruitment Focus

- HR Dir. – “Do Everything”
- Remove Non R&R duties – Morning Mtg. – HUG Fund ex.
- Daily Review – Floating Mtg.
- Simplify Process – Sodexo
- Act Fast – All Mgrs. Trained (desk?)

Access-Wages & Benefits Focus

- It's not always about the \$\$\$
- Benefits? Do they even care? 1 in 40
- MAWA – shift/wknd/sign-on/ p/up
- Nursing Shortage – Statewide?
- Competition outside HC – Sheetz ex.

Quality–Training & Engagement

- Electronic Education Versatility
- Regional Trainer – RN etc.
- Orientation – Interactive with DH's
- Committee Involvement – Safety/QAPI
Dish machine ex.
- Communication; especially response

Workforce-Retention Focus

- Walking Rounds – “Good Morning” etc.
- Small Group Mtgs. – Quarterly X2
- Master Schedule – Hybrid 8/10/12
- Make It Fun – Call Bell Game ex.
- EOM +++ meals, recognition, decade

Take Away Action Steps

- **Recruitment – Do Everything, FAST**
 - Don't leave anything on the table
- **Access – Atmosphere over \$\$\$**
 - Be the choice after the wage discussion
- **Quality – Grass Roots Involvement**
 - Get employee buy-in
- **Workforce – Flexibility**
 - Make it fun