

PARTNERS



IN CARE

Family Helping Families

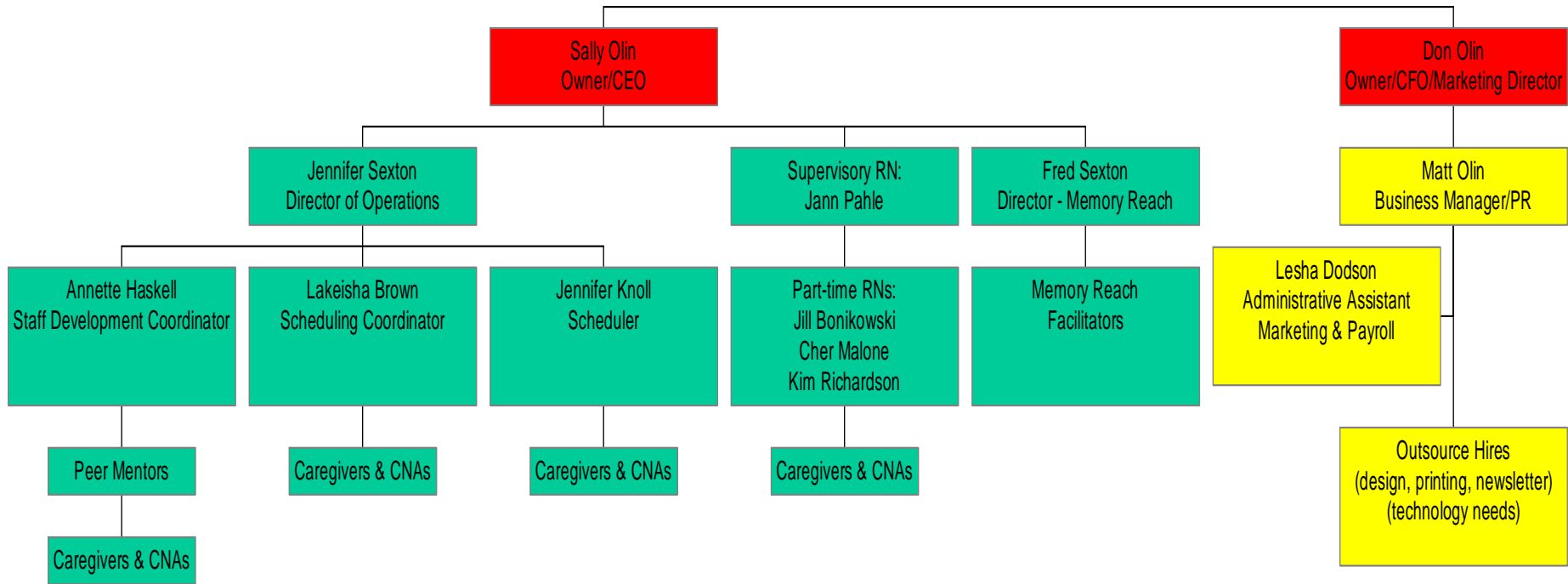
**Sally Olin, RN, CCA, CSA, Director/Owner**

**Jennifer Sexton, Director of Operations**

# Our Story



# Organization Breakdown



# WHY NOVA?

- To meet higher standards for investing in the training and job satisfaction of frontline caregivers.
- To improve our workplace and have a positive impact on retaining quality direct care workers
- Make our company the “desired” agency for employment for home care workers.  
“Build it and they will come” (Field of Dreams)
- Always improving care for consumers.

# Why we do what we do...

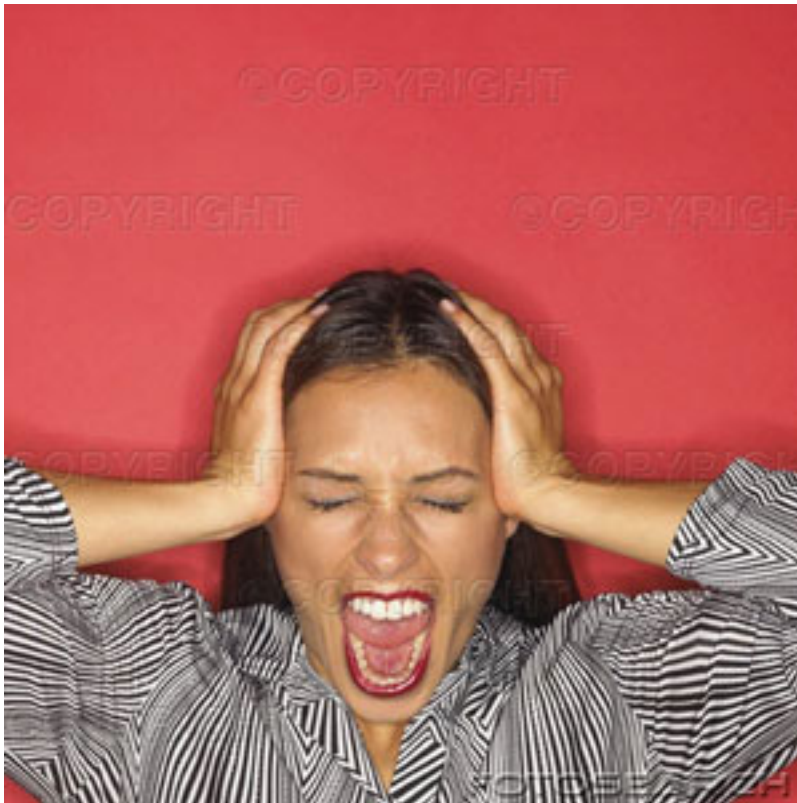
Dear Sally,

I would like to express my appreciation to you, your supervisory nurse Jean, and to my Mother's caregivers for the considerate and loving care Mother received in her final weeks. **The leadership, expertise, care and consideration you and Jean provided were exemplary.** The attitudes and expertise consistently displayed by you and Jean prove to me that you are both wonderful role models for all staff at Partners In Care. We, as a family, entrusted our Mother's care to your caregivers, and they earned our trust and deserve our commendation. **These individuals were punctual and dependable. They were loving, kind, and considerate to Mother, and warm, friendly and cooperative with the family.** They complied willingly, immediately and whole-heartedly with all requests of the family, and, indeed, over the weeks, became personal friends of mine. **The most important commendation I can give to each of these caregivers is that Mother liked and trusted each one of them.** *That was the whole point in asking Partners In Care to become involved in our lives – to provide loving, trustworthy, exemplary care to our Mother in her final weeks.* We thank you for your expert leadership. We thank your caregivers for their fine, loving, and considerate care of our Mother, and their willing and cooperative spirits. We thank your entire staff for all of their contributions as we walked this difficult road together.

Thank you.

Martha Boyce, Daughter of a Partners In Care client

# The Hardest Parts



## The Application Process

- A.) Appears Intimidating:
  - 1.) Breaking down the 4 Domains
  - 2.) Tackling the elements under each domain
  - 3.) List the activities that support each element
  - 4.) Show examples of the activities
- B.) Get internal staff on board
- C.) Divide key elements among staff to develop
  - 1.) Identify current activities that support that element
  - 2.) Develop new ideas for additional supporting activities

## **D.) Positive Attitude**

- 1.) Company Becomes Better**
- 2.) Take small steps**
- 3.) Tackle one section at a time**

## **E.) Benefits:**

- 1.) Taking a hard look at exactly what you provide and how you provide it for your most important company asset – Your Employees**



# Obstacles for Homecare

Peer Mentoring is NOT Supervision

## Problems:

- A.) Geared more towards a facility atmosphere
- B.) More difficult with home care
- C.) Encouraging participants
- D.) Identifying the appropriate peer mentors

# OVERCOMING OBSTACLES



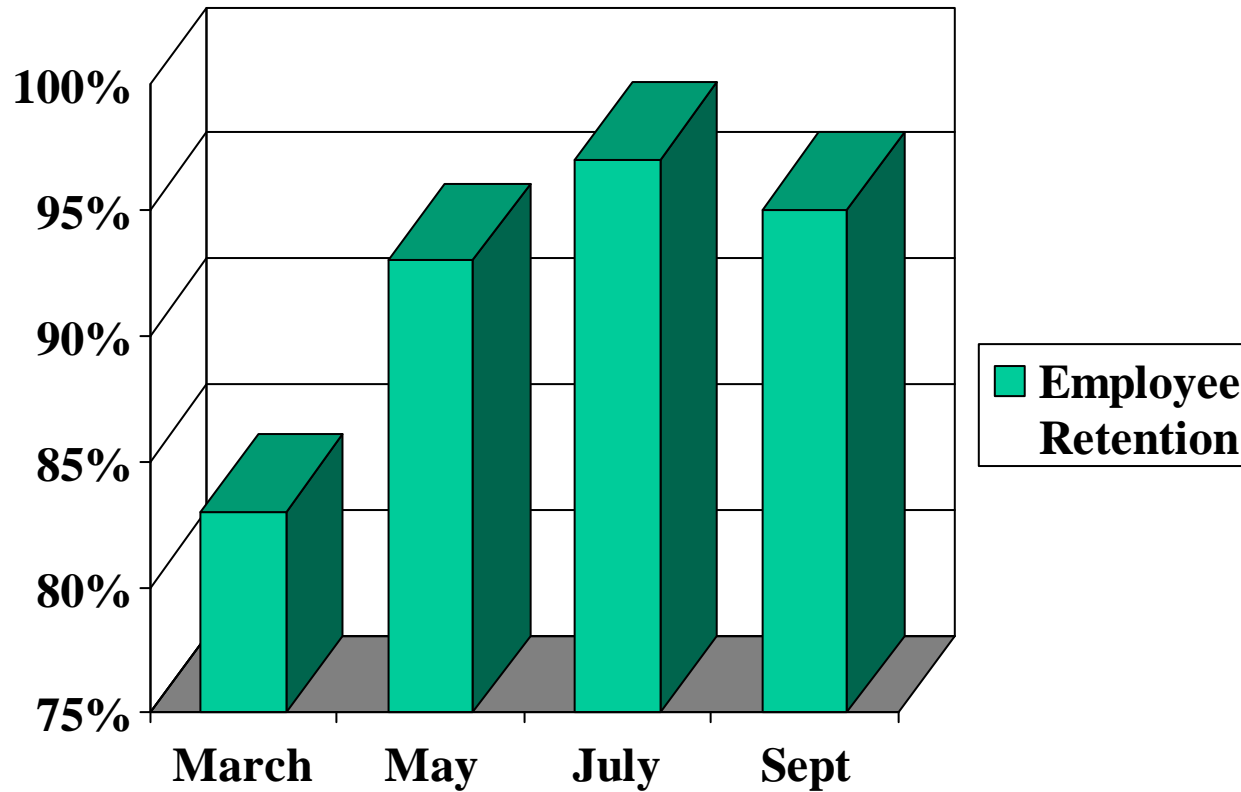
Peer mentoring **IS** a tool to build confidence

- A.) Make it an enjoyable learning experience
- B.) Necessary part of the hiring process
- C.) Encourage new ideas
- D.) Develop a process that works for **your**  
company environment
- E.) Initiate Interesting Enticements

# Changes made that make it all worth while

<b>Peer Mentoring Program</b>	<b>Leadership Team</b>	<b>Coaching Supervision</b>
<p><b><u>Current Employees:</u></b></p> <ol style="list-style-type: none"> <li>1.) Encourage all employees to participate</li> <li>2.) Identify strong candidates</li> <li>3.) Builds confidence</li> </ol>	<p><b><u>Current Employees:</u></b></p> <ol style="list-style-type: none"> <li>1.) New Ideas brought to light</li> <li>2.) Accentuates employee need to be heard</li> <li>3.) Employees feel more like a team member than a hired aide</li> </ol>	<p><b><u>Current Employees:</u></b></p> <ol style="list-style-type: none"> <li>1.) Increase Retention Rate</li> <li>2.) Encourages DCW resolution of their problems</li> <li>3.) Interesting perspectives brought to light</li> </ol>
<p><b><u>New Hires:</u></b></p> <ol style="list-style-type: none"> <li>1.) Mandatory participation</li> <li>2.) Makes easy transition to <b>YOUR</b> “company way”</li> </ol>	<p><b><u>New Hires:</u></b></p> <ol style="list-style-type: none"> <li>1.) Presents a “team atmosphere” right from the start</li> </ol>	<p><b><u>New Hires:</u></b></p> <ol style="list-style-type: none"> <li>1.) Comfort level for “new job” is accentuated</li> <li>2.) Encourages Communication</li> </ol>
<p><b><u>Company Benefits</u></b></p> <ol style="list-style-type: none"> <li>1.) Employees do it “your way”</li> <li>2.) Everyone “speaks” the same language</li> <li>3.) More developmental control over new hires</li> </ol>	<p><b><u>Company Benefits</u></b></p> <ol style="list-style-type: none"> <li>1.) A team is already in place to develop new ideas</li> <li>2.) Solving problems early</li> </ol>	<p><b><u>Company Benefits</u></b></p> <ol style="list-style-type: none"> <li>1.) Improves client care</li> <li>2.) Better working relationships</li> <li>3.) Less turnover</li> </ol>

# Retention Rate



# **How using NOVA sets PIC apart**

**1.) Employees who really “like” working with us**

**“You like me...you really like me” Sally Fields**

**2.) We encourage the concept of “family” team  
member**

**“If one light goes out... they all go out!” Chevy Chase in National Lampoons  
Christmas Vacation**

**3.) Tasks done the “Partners In Care Way”**

**“You’re going the wrong way... you’re going in the wrong direction”**

**Planes, Trains and Automobiles**