

***Well-Spring
Retirement Community***



**NC NOVA Recipient
October 2006**

Why NC NOVA ?

- ❑ Well Spring's current workplace practices and vision were congruent with NC NOVA criteria
- ❑ Opportunity to develop new programs and enhance current programs
- ❑ Increased educational opportunities for staff
- ❑ Ability to market Well Spring as an NC NOVA community

Assessment

- ❑ Thorough assessment of programs based on NC NOVA Criteria:

New Employee Orientation

CNA Mentor Program

Direct Care Worker Input Avenues

Supervisory Training

Career Ladder

Awards and Recognition Programs

New Employee Orientation Changes

- ❑ Development of New Employee Orientation Policies
- ❑ Organization of topics and presenters
- ❑ Orientation post test documentation developed
- ❑ Solicitation of new employees of areas for improvement in orientation
- ❑ Addition of a program for communication with cognitive impaired residents

Enhancements to CNA Mentor Program

- ❑ Highlighted the benefits and need for a mentor update program.
- ❑ Gradual increasing workload for new CNAs
- ❑ More formalized documentation of the application
- ❑ Formalized documentation of routine mentor /nursing administration meetings
- ❑ More recognition for CNA Mentors

Direct Care Worker Input Improvements

- ❑ Direct Care Worker added to Quarterly Quality Assurance Committee
- ❑ Revision of employee 90 day survey form
- ❑ CNA meetings became formalized and attendance increased.
- ❑ CNAs were more empowered to make suggestions

Supervisory Training

- ❑ Approved Coaching Supervision training for direct supervisors
- ❑ Plan established to continue the training on an ongoing basis
- ❑ More employee-center coaching sessions
- ❑ Revision of employee counseling format to be coaching based.

Direct Care Worker Career Ladder

- ❑ Development of a new program for a Geriatric CNA Specialist
- ❑ Formalization of current career ladder
- ❑ Proposal for scholarships for direct care workers

Awards and Recognition

- ❑ Development of a new brochure outlining the Employee Awards and Recognition Programs including employee assistance availability
- ❑ Posting of all participatory committee members, meeting times and solicitation for direct care worker input.

Application Process

1. Review of Application
2. Assignment of domains based on expertise
3. Data correlation individual appointed
4. Timeline established
5. Routine progress and network meetings

Complete Application and Submission to CCME



Site Review

- ❑ CCME site review August 17, 2006
- ❑ CCME conducted 17 private interviews with direct care employees and their immediate supervisors.
- ❑ Interviews lasted approximately 1 1/2 hours each.

Review of NC NOVA Benefits for Well-Spring

- Improved CNA Mentor Program with continued decrease in turnover
- Development of a formalized Career Ladder
- Increase in supervisory training for direct supervisors

Benefits (cont)

- ❑ Better understanding of employee programs
- ❑ Formalized orientation program
- ❑ Increase in direct care worker input into workplace decisions.
- ❑ Marketing and recruitment asset

Challenges Encountered

- Time requirement for application process
- Lack of information regarding the initial program
- Direct Care worker survey requirements for data collection
- Stringent coaching supervision requirements

Closing Remarks:

- NC NOVA Pilot Project thoughts: from staff

“It was not an easy process but it forced us to look at how we were relating to our staff and helped us to know what we were doing right and what we could improve on”

Libby Dorsey RN, DON

More thoughts

“NC NOVA was a good goal to work for and I always knew we had the best place to work but now everyone knows ! “

*Yvonne Lawhorne
C.N.A. Mentor*

“It is like a one big family here residents, families and staff... I love it here and I am glad NC NOVA gives us the chance to share with others how we do things “

*Rachel Milner
C.N.A. Mentor*

Thank you

Kathy Norman RN NHA

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