

Staff Training Programs

Presented by Gina Patterson
Project Coordinator CNA Training Kickstarter Project



The Way It Was...

- Industry vs Profession

A Shift in Culture

- Lifelong Learning
- How do we bring people into the fold

On-boarding, orientation, continuing education

- Integrate these strategies into all educational opportunities

Why?

- Strengthen workforce
- **Improve quality care**
 - Further develop skill sets
- Challenge employees
- More attractive employer

Hiring

- Grow your own
- Pipeline / stream metaphor
- Selection process
- Welcoming new staff
- Attendance

Energize your staff!

- Enhance staff relations
- Make your SNF somewhere people look forward going to work
- Monetary incentives help - always
- Pride, confidence, self-actualization

Adult Learning

- Get everyone excited!
 - Celebrate successes / education achievements, etc
 - Create a culture of growth
- Team meeting idea
 - Take a test on everyone's learning style

Myth buster!

- *"But, if I invest in these employees so much, they will just end up turning around and going down the street to my competitor!"*
- Yes... and no...
 - Positive impact in your community & LTC
 - Saturating the market with competent workers
 - Stay attractive to your workers

So, what do I focus on?

- *What are my facilities strengths and where do our challenges lie?*
- Facility assessment
- Talk to your residents and their families
- Meet with your staff
- Leadership team synthesize this input

CNA Workforce

- Build your own workforce!
- QCHF managing CNA Training Kickstarter Project
 - Webinars and resources available - www.cnakickstarter.com
 - Application for grant assistance open now!



Facility-based **Nursing Assistant Training Program**

- Return on Investment
- Medicaid reimbursement
- ETP funds available

NATP continued

- Plan ahead
 - Long application
 - CDPH has up to 90 days to process application
 - You may want to hire a second DSD
 - Classroom space

<https://www.cdph.ca.gov/Programs/CHCO/LCP/Pages/TPRU.aspx>

Mentorship Programs

- Helps foster and build community
 - Increases equity - they help racial and gender minority employees.
- Employees leave because they don't know what's expected of them
- Improve retention
- Weigh cost of mentorship program vs. loss on turnover

Mentorship Continued.

- Mentors receive training ~ 8 hrs
- Length of program ~ 1 year for new hire "mentee"
- 1 mentor : 3 - 4 mentees
- Hours commitment - shadow 3 shifts, then ~5 hrs a wk
- Financial Compensation
 - ~\$500 over a year

CNA Career Pathways

- Endless possibilities... therapy, personnel, customer service, etc
- Which is best for your facility?
- Length & structure of learning
- Incentivize, reward & recognize program participation

What are you going to do?

- Next 30 days...?
- Next 6 months...?
- You're not alone - you have a team, use them!

References

- David Farrell, LTC educator / author
- Claire Enright, QCHF
- <https://www.leadingage.org/mentor-program-new-employees>
- <https://www.cdph.ca.gov/Programs/CHCQ/LCP/Pages/TPRU.aspx>
- <https://www.cnakickstarter.com>
- <https://www.cahf.org>
- Gina Patterson, Kickstarter Project Coordinator
gpatterson@cahf.org
